Engaging Skills	Examples/Descriptions
Ask the person for more information ~ seek to understand	• Can you tell me more... • Can you give me an example... • Can you give me some background on this situation... • What do you mean when you say... • Help me understand what you disagree with...find frustrating... • Help me understand how you came to that conclusion? • What were you feeling when...? • What's your perspective? • What led you to that conclusion?
Paraphrase the person's comments	• So you're saying that... • So you feel that... • So you think that... • Are you saying that... • So from your perspective...
Explore their INTENT	• Help me understand your intent when you... • What had you wanted to communicate with your comment? • What was your intended outcome? • What is underneath your comment/question?
TRACK/PAN the person's body language, tone, and comments	• I notice you had a reaction to what I just said... • I don't believe she was finished with her comment... • I notice you just got very quiet...looked away...shook your head... • I'm noticing your tone of voice... • I'm noticing your body language...
Explore the IMPACT on them	• It seems my behavior had an impact on you... • How did that impact you? • What were you feeling when...
Acknowledge and validate their points as much as possible	• I hear that you feel... • I can see that from your perspective you think... • I'd probably feel _____, too...
Explore possible solutions	• What do you think we can do? • What do you see as the next steps? • One thought could be to...what do you think? • Might it be possible to...
State your desired outcome	• This is what I suggest we do... • I want to...I need...
Summarize the dialogue	• Summarize the dialogue without stating opinions or judging the dialogue. • So we've discussed...we agreed to...
Elicit Empathy	• What emotions are members from the other group feeling? • What are they thinking? • How are they viewing the world? • How do they feel about their responses to the situation?