**Probing**

Ask questions to understand someone’s idea more deeply.

**Probing**

Ask questions to understand someone’s idea more deeply.

“I’m curious about…”

“Please say more about…”

“I’d like to hear more about…”

“Then, are you saying…?”

“I’m curious about…”

“Please say more about…”

“I’d like to hear more about…”

“Then, are you saying…?”

**Pausing**

Pause before responding

or asking a question to

give think time.

**Pausing**

Pause before responding

or asking a question to

give think time.

“Did I give everyone

enough time to think

about what I said?”

“Did I think before

I responded?”

“Did I give everyone

enough time to think

about what I said?”

“Did I think before

I responded?”

**Paraphrasing**

Summarize what the speaker

is saying in different words.

**Paraphrasing**

Summarize what the speaker

is saying in different words.

“So what you are saying is…”

“It seems like you are saying…”

“You are thinking that…”

“So what you are saying is…”

“It seems like you are saying…”

“You are thinking that…”

**Putting Ideas on the Table**

Offer your ideas. Be part of the discussion!

**Putting Ideas on the Table**

Offer your ideas. Be part of the discussion!

“Here is one idea I had…”

“One thought I have is…”

“A possible approach is…”

“Here is one idea I had…”

“One thought I have is…”

“A possible approach is…”

**Pursuing a Balance**

**Between Advocacy and Inquiry**

Try to change other people’s

minds, but also be willing to

have people change yours.

**Pursuing a Balance**

**Between Advocacy and Inquiry**

Try to change other people’s

minds, but also be willing to

have people change yours.

“Does that make sense?”

“Do you think that sounds

reasonable?”

“Tell me more about your idea.”

“I like your train of thought,

keep going!”

“Does that make sense?”

“Do you think that sounds

reasonable?”

“Tell me more about your idea.”

“I like your train of thought,

keep going!”

**Paying Attention to**

**Self and Others**

Think about how

people are responding

to what you are saying.

**Paying Attention to**

**Self and Others**

Think about how

people are responding

to what you are saying.

“Am I speaking too much?”

“Am I speaking enough?”

“Can you tell from people’s body language that they understand?”

“Am I speaking too much?”

“Am I speaking enough?”

“Can you tell from people’s body language that they understand?”

**Presuming Positive**

**Intentions**

If someone disagrees

with you, it doesn’t mean

they don’t like you.

**Presuming Positive**

**Intentions**

If someone disagrees

with you, it doesn’t mean

they don’t like you.

“Do I trust the people

I am having a discussion

with?”

“Am I being a good listener

in return?”

“Do I trust the people

I am having a discussion

with?”

“Am I being a good listener

in return?”