



Skill Practice: Inquire, Paraphrase, Acknowledge

One person tells of a recent conflict or disagreement they had, and the other person will:

Inquire to learn Sample questions:

- Can you say a little bit more about how you see things?
- What information do you have that (I/other person) doesn't?
- How are you feeling about this?
- Say more about why this is important to you.

Paraphrase for Clarity

- Express, in your own words, your understanding of what they are saying.

Acknowledge Their Feelings

- It sounds like you are really frustrated about this.
- This seems really important to your client.
- If I were in your shoes, I'd feel _____ too.