



### Conversational Prompts, Helpful Phrases and Great Questions

*Phrases and Questions to make sure that you are heard by the other person, and you are hearing correctly. And to build empathy and trust.*

- I see what you mean
- I might be wrong but here's how I think about it
- My thoughts are based on the following assumptions
- Help me understand how (this happened, you came to this conclusion, etc)

*Collaboration/Decision-Making/ Questions.*

- What do you think I might be missing here?
- I think I see this differently. Not sure if I'm right but here's why...
- How do you think we came to these different conclusions?
- How might we (overcome this, think about this, address this)?
- It looks like we see this very differently. How important are the areas that we don't see eye-to-eye on? What are the areas that we do agree on?
- I could be reading this wrong, but it seems to me that you consider/feel/dislike/lack confidence in/hope to/prefer...is that right?
- What might we do to close the gap between us?
- How would you rank (this collaboration, effort, etc) on a scale of one-to-ten? What would it take to make it an 11?
- I'd like some time to think about what you said. When would you like to revisit this?

*Coaching Questions that draw out another's feelings, perspectives, and their own thinking (as opposed to yours)*

- What do you think is happening right now?
- Where are we in this process? What is the current state of things?

- What about this situation is most (exciting, troubling, interesting, confusing) for you?
- What is most important to you?
- What assumptions go into this (idea, conclusion, assertion)?
- What constraints are you under?
- What is it like to be in the middle of all this?
- How can I help?
- What might I do differently to get this (finished, moving, started)?
- How does this relate to your other concerns?
- What else might (we, you) need to know to move this forward?
- What would it take to move us forward? How do we get there?
- What does a successful resolution look like to you?
- What good questions did I forget to ask?

A very important conversational skill is *the skill to be able to summarize*. And check for agreement. Amazing what can happen when you say something like the following:

- I hope I'm not mischaracterizing where you are, but here's what I heard. Did I get it right?
- Here's where I think we came to as a group. Did I get it right?