

Use Direct Communication Summary

Use Direct communication to gain clarity and broaden perspectives. Use the strategies below for direct and kind communication.

Strategy	Purpose	Examples
Paraphrase	Demonstrate you have listened and understand what the other person is telling you. Facilitates mutual understanding and respect.	Summarize what you are hearing: <ul style="list-style-type: none"> • Example: "Let me summarize what I've heard so far to make sure I understand." • Example: "Here's what I understand you're saying."
Listen for and Acknowledge Emotions	Conversations have an emotional component to them that needs to be acknowledged.	Name the emotion or energy you are observing and ask about it. <ul style="list-style-type: none"> • Example: "I can hear your anger and frustration. What is going on for you?" • Example: "I sense you are excited about this. Is that right?"
Hold Up the Mirror	Help the other person see that their behavior is not consistent with their intent.	<ul style="list-style-type: none"> • Illustrative Situation: a colleague expresses they want to be collaborative with you on a project, but they make decisions independently of you. • Hold Up the Mirror strategy response: "You told me you want to make decisions together, and the last two project decisions you made independently. Help me understand what's going on."
Frame or Reframe a Situation	Help the other person see a situation from another perspective.	<p>Illustrative Situation: a team member is having a difficult time with another colleague. He can only see the differences they have and how the gap is too big to close to get to a mutual agreement.</p> <p>Frame or Reframe a Situation strategy response: "May I offer you another perspective? I wonder what may happen if you look for common goals to bring you together and how that may change the conversation. What do you think?"</p>