

PARAPHRASING GUIDELINES

1 Give a brief summary of the entire message in your own words.

2 Don't add information that the customer didn't include.

3 Be positive and nonthreatening.

4 Repeat important information in the customer's own words.

5 Use clarifying phrases like "Let me be sure I understand."

6 Acknowledge the message's emotional content.

7 Make your paraphrase tentative by using a questioning tone or saying "Is that correct?"