

# EARS

E

## EMPATHIZE

It must feel ...

It feels \_\_\_\_\_ when \_\_\_\_\_ happens

It must be \_\_\_\_\_ to feel that...

It sounds like you are feeling...

A

## ASK

What happened?

What were you thinking/feeling at the time?

What have you thought about since?

How does this make you feel?

Can you tell me more about that?

R

## REPHRASE

It sounded like you felt...Is that right?

What I hear you saying is that...

From your point of view...

I really hear you saying that...

Let me see if I understand you...

This is what I think I hear you saying...

S

## SUMMARIZE

To summarize what we've talked about...

Is there anything I have left out?

Our next step is...

I will follow up by...

Thank you for having this conversation with me.