

# PARAPHRASING

- ▣ **ACKNOWLEDGE AND CLARIFY:** Mirrors the content of the message
  - ▣ So, you're concerned about...
  - ▣ You're feeling like... (*don't skip feelings if they are strong*)
  - ▣ It sounds like you are wanting...
- ▣ **SUMMARIZE AND ORGANIZE:** Summarizes and organizes the message
  - ▣ It's sounding like you have two goals here...
  - ▣ I think there's a couple of themes emerging...
  - ▣ On one hand...and on the other hand...
- ▣ **SHIFT CONCEPTUAL FOCUS:** Moves the conversation up as it shifts people to a higher logical level
  - ▣ So, a goal here is...
  - ▣ It sounds like something you value in this situation is...
  - ▣ So, an intention you have is to...