



*Paraphrase
and Probe
to*

Communicate Lovingly

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Successful communication is not just you communicating your information to another person. Many times people are not listening to you in the way that you imagine.

This is natural and normal, people have a lot going on in their minds!

To communicate with someone, you must hear them and understand them more. They will then be ready to hear you and consider your perspective.

The phrases and questions below will help you the most with someone you are genuinely trying to understand and connect with. They will feel heard and loved

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Paraphrase and Probe

While communicating with others, you must remember to also hear what they are saying because communication is a two-way street.

Probing Phrases and Questions

- Can you help me understand _ (someone's action or an event) ____? (Only ask this if you really need help understanding because this phrase can be overused)
- Please tell me more about _____. (Always ask for more information, especially when an emotion comes up)
- The way I'm seeing this situation is _____. (Share your perspective with the other person)
- Tell me more about why this is not the way you want to go with this. (Avoid a Why question unless you really want to understand more)
- Challenge my thinking on _____. (When you detect people are resistant, but don't want to say so, open yourself up to new ideas)
- What did you mean by _____?
- I trust you are meaning well, can you explain what _____ meant?

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- Tell me what I'm missing _____. (For idea sharing)
- What I am hearing is _____. (Restate what they said and they will agree or not)
- When you did _____ this is how I saw it _____, what do you think? (When we get into conflict, it's good to give perspective, but be open to the other's perspective)
- _____ crosses a line for me, can we talk about different ways for you to express yourself? (This is a boundary conversation)
- If I understand you correctly _____. (Summarize what they said)
- The story I'm telling myself is _____. (This helps you own that this is your experience and might not be shared by others)
- Here's how I made this decision _____ What do you think? (This helps you get input for agreements)
- I felt _____ when _____ happened. (This is the basic "I" statement allowing others to know how they affected you)
- It sounds like _____. (paraphrase)
- What you are saying makes me think _____. (moves the conversation along and confirms you are on the same page)

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After you feel you have fully understood the other person.
Notice their body language:

Are they opening up to you?

Can you see that they are feeling heard and understood.

It is at this point you can advocate for anything you would like them to understand about your perspective. You can reinforce some of your boundaries or move into some I-messages.

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