



Paraphrase. Probe. Advocate. Agreements.

Start by asking the other person when is a good time to talk about the situation. Let them know you'd like to work on fixing the problem.

This will give them time to prepare what they would like to say and be ready for the conversation.

When you get with them, begin with **probing**. This is just asking questions about how they saw the situation.

Listen to them by **paraphrasing** what they are saying. This means that you basically tell them what you hear them say.

This ensures that you are listening to them and they will clarify anything that you might have misunderstood.

Then **advocate** for your position. You have listened to them and understand them, so you can now let them know what you would like to happen. You can tell them any of your needs.

This is a good time to use any I-statements that you know. There are some included here in this course.

Then you move into **agreements**. Decide what you both want from each other to agree to move forward.

