

Communication Leads

"To understand others' feelings and experiences, we need to attempt to enter the personal frame of reference through which they interact with the world. Since it is impossible for us to be another individual, the best we can do is to arrive at a reasonable understanding of **that person**. With this in mind, we should strive to be open-minded and non-judgmental, and remember that at best we will have a limited understanding of another person we should try to view the world as if we were that person, without ever losing the "as if" quality." -Carl Rogers

Phrases to use when you trust your perceptions are **accurate**, and the **individual is receptive** to your communications:

"You feel..."	"From your point of view..."
It seems to you..."	"In your experience..."
"From where you stand..."	"As you see it..."
"You think..."	"You believe..."
"What I hear you saying is..."	"I'm picking up that you..."
"I sense that..."	"From where you're coming from..."
"You figure..."	"You mean..."
"You're (identify the feeling")	

Phrases to use when you are **having difficulty perceiving clearly** or the individual **does not seem receptive** to your communications (**Tentative**)

"Could it be that..."	"Let me see if I'm with you, you..."
"This may be a long shot but..."	"Let me see if I understand you, you..."
"Correct me if I'm wrong, but..."	"I wonder if..."
"Does it sound reasonable that..."	"Is it possible..."
"...Is that the way it is?"	"It seems that you..."
"...Is that what you mean?"	"As I hear it, you..."
"Is there any chance that you..."	"...Is that the way you feel?"
"What I think I hear you saying..."	"You appear to be feeling..."
"It appears you..."	"I get the impressions that..."
"I guess that you're..."	"Perhaps you're feeling..."
"From what you've said so far..."	"What I guess I am hearing is..."
"Maybe you feel..."	
I'm not sure if I'm with you, do you mean...?"	
"I'm not sure I understand, you're feeling...?"	