PAIRS: EFFECTIVE DIALOGUE SKILLS

**P: PAN** the environment and yourself; describe what you notice or engage others based on what you see *(Pay Attention Now)*

- I’m noticing I’m feeling...anyone else?
- I noticed how quiet everyone got; I’m wondering what is going on for folks?
- It seems some people were impacted by that statement, am I right?
- I’m noticing you’re speaking with a lot of energy and emotion...
- I’m noticing that people get interrupted as they try to share...
- You seemed to have a reaction to what I just said...

**A: ASK** about the specifics behind the person’s comment or behavior

- Could you say more about that...Tell me more...
- Can you give us an example of what you’re saying...?
- Help me understand what you meant by that?
- What were you hoping to communicate with that comment?
- Can you help me understand what your intent was when you said/did...?
- Can you give me some background on this situation...?
- How were you impacted when...? What were you feeling when...?

**I: INTERRUPT** the dynamics

- Let’s slow down the conversation and talk about what just happened...
- I’m going to interrupt and try a different approach to this conversation...
- We are not engaging according to our group norms.
- Let’s take a breath...

**R: RELATE** to the person or their comment/behavior

- I relate to what you’re saying, I...I have felt the same way...
- I remember a time when I... I did the exact same thing...
- How do others relate to that comment?
- What you’re saying seems to relate to what so-and-so just said...

**S: SHARE** about yourself ~ self-disclose with a story or example; your feelings in the moment; the impact of a comment or behavior, etc.

- When I hear you say that I think/feel...?
- Just last week I... I remember when I...
- I was socialized to believe...
- I’m beginning to feel ____...
- My heart aches as you tell that story...
- I notice I’m feeling a little triggered...
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<th>Engaging Skills</th>
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| **Ask the person for more information ~ seek to understand** | • Can you tell me more...?  
• Can you give me an example...?  
• Can you give me some background on this situation...?  
• What do you mean when you say...?  
• Help me understand what you disagree with...find frustrating...  
• Help me understand how you came to that conclusion?  
• What were you feeling when...?  
• What’s your perspective?  
• What led you to that conclusion? |
| **Paraphrase the person’s comments** | • So, you’re saying that...  
• So, you feel that...  
• So, you think that...  
• Are you saying that...?  
• So from your perspective... |
| **Explore their INTENT** | • Help me understand your intent when you...  
• What had you wanted to communicate with your comment?  
• What was your intended outcome?  
• What is underneath your comment/question? |
| **TRACK/PAN the person’s body language, tone, and comments** | • I notice you had a reaction to what I just said...  
• I don’t believe she was finished with her comment...  
• I notice you just got very quiet...looked away...shook your head...  
• I’m noticing your tone of voice...  
• I’m noticing your body language... |
| **Explore the IMPACT on them** | • It seems my behavior had an impact on you...  
• How did that impact you?  
• What were you feeling when... |
| **Acknowledge and validate their points as much as possible** | • I hear that you feel...  
• I can see that from your perspective you think...  
• I’d probably feel _____, too... |
| **Explore possible solutions** | • What do you think we can do?  
• What do you see as the next steps?  
• One thought could be to...what do you think?  
• Might it be possible to... |
| **State your desired outcome** | • This is what I suggest we do...  
• I want to...I need... |
| **Summarize the dialogue** | • Summarize the dialogue without stating opinions or judging the dialogue.  
• So we’ve discussed...we agreed to... |