

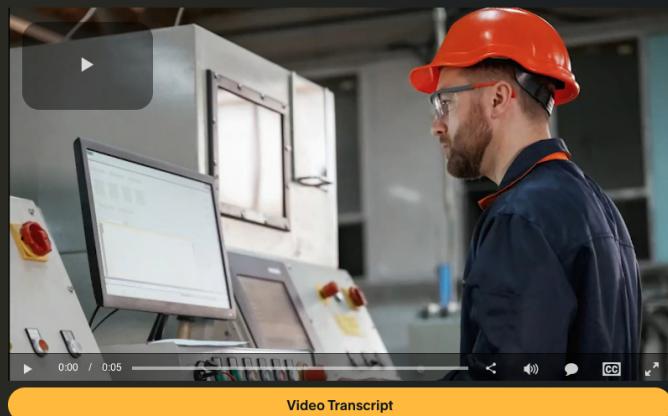
4 Phrases to Help You Better Understand Someone

To truly understand someone's thoughts, feelings, goals, and needs, you have to dig beneath the surface. When the person brings up a problem, speaks vaguely, or shares a decision you don't fully understand, prompt them to share more information.

In each of the following conversations, choose the response that can best help you understand the other person.

Conversation 1

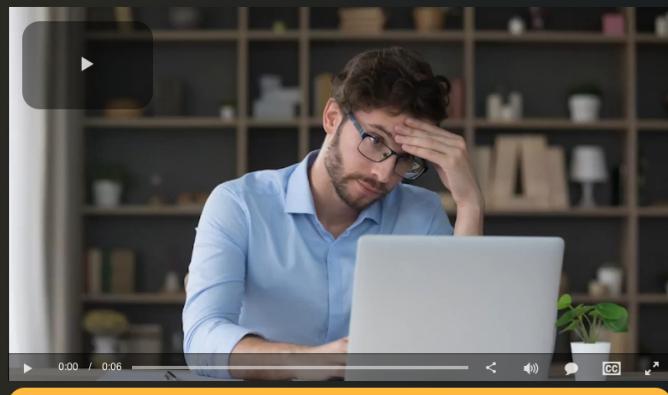
Play and listen to the audio, and then select a response.



- “I’m curious: What do you think about the production deadline? Is it realistic?”
- “Yep—I know what you mean. Everyone will be scrambling to get all the work done.”

Conversation 2

Play and listen to the audio, and then select a response.



- “When you say the system is ‘complicated,’ what do you mean?”



Good choice! Play the audio to hear their response.



Video Transcript

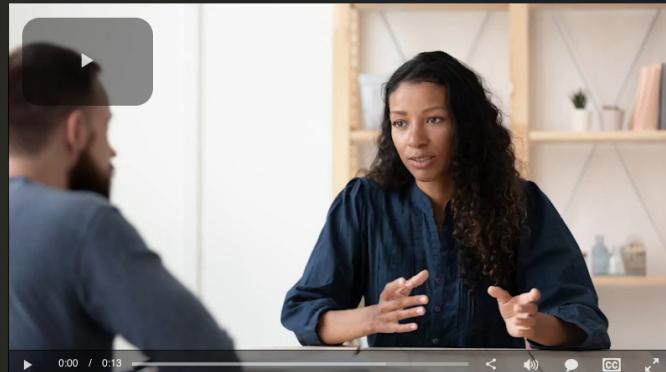
Why ask “When you say X, what do you mean?” When you clarify what the person is saying or dig deeper to find the root of a problem they’ve raised, you can understand their view—and then respond in a way that’s accurate, complete, and helpful.

To learn why the other response wasn’t the best one, click Try again and select the other option. Or move on to Conversation 3.

← Try again

Conversation 3

Play and listen to the audio, and then select a response.



Video Transcript

- “Yes, the party is a big deal, but I know you’ll do a great job! Please let me know if I can help with the setup.”



Sorry, that’s not the best response.

What's wrong with that response? Don’t assume that you’re correctly interpreting what they say, feel, or need. It may help to ask for clarification.

To learn why we recommend the other response, click Try again and select the other option.

← Try again

Conversation 4

Play and listen to the audio, and then select a response.



Video Transcript

● “Given how important quality control is to you, what do you think we should try?”



Good choice! Play the audio to hear their response.



Video Transcript

Why ask “Given how important X is to you, what do you think we should try?” When you acknowledge what matters to the other person, it can help them be more open to sharing. And you can solicit their creative—and maybe expert—input on what to do.

To learn why the other response wasn’t the best one, click Try again and select the other option. Or click Close to exit.

← Try again

Close

 FranklinCovey

© Franklin Covey Co. and CoveyLink. All rights reserved.