



COMMUNICATIONS STRATEGIES

Category	Definition	Example
Soliciting/Seeking Information	A request to provide important information	<i>Can you tell me more about...? Can you give me an example of...?</i>
Clarifying Information	A way to ensure that everyone has the same understanding through restatement or a question	<i>I think I heard you say [...], is that correct? Would you repeat what you said? I am not sure I understand.</i>
Sharing/Providing Information	An exchange between parties	<i>From my experience, let me share with you what I see Harry doing at home.</i>
Negotiating through Consensus Building	An effort to find common ground	<i>Can we agree to try [...] for a short time and see how Johnny responds?</i>
Soliciting Participation	An invitation for everyone to become actively involved in the discussion	<i>Mary, we haven't heard your thinking on this.</i>
Summarizing	A brief statement of what has been said thus far	<i>Now let's recap: We have agreed our next steps will be [...]</i>
Checking for Agreement	Questioning the group to see if all parties are in agreement	<i>Are we all in agreement that we should move forward with this decision?</i>
Taking a Break	When the discussion is at an impasse, it is sometimes helpful to take a break and come back fresh	<i>It seems we still have some unresolved issues. Can we agree to stop for today and reconvene?</i>