

## 15. Communication “Leads”

▪ Phrases that are useful when you trust that your perceptions are accurate and the helpee 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 . . .
- You’re . . . (identify the feeling, for example: angry, sad, overjoyed)
- I’m picking up that you . . .
- I really hear you saying that . . .
- Where you’re coming from . . .
- You figure . . .
- You mean . . .

▪ Phrases that are useful when you are having some difficulty perceiving clearly, or it seems that the helpee might not be receptive to your communications:

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| <ul style="list-style-type: none"> <li>• Could it be that . . .</li> <li>• I wonder if . . .</li> <li>• I’m not sure if I’m with you, but . . .</li> <li>• Would you buy this idea . . .</li> <li>• What I guess I’m hearing is . . .</li> <li>• Correct me if I’m wrong, but . . .</li> <li>• Is it possible that . . .</li> <li>• Does it sound reasonable that you . . .</li> <li>• Could this be what’s going on, you . . .</li> <li>• From where I stand you . . .</li> <li>• This is what I think I hear you saying . . .</li> <li>• You appear to be feeling . . .</li> <li>• It appears you . . .</li> <li>• Perhaps you’re feeling . . .</li> <li>• I somehow sense that maybe you feel . . .</li> <li>• Is there any chance that you . . .</li> <li>• Maybe you feel . . .</li> </ul> | <ul style="list-style-type: none"> <li>• Is it conceivable that . . .</li> <li>• Maybe I’m out to lunch, but . . .</li> <li>• Do you feel a little . . .</li> <li>• Maybe this is a long shot, but . . .</li> <li>• I’m not sure if I’m with you; do you mean . . .</li> <li>• I’m not certain I understand; you’re feeling . . .</li> <li>• It seems that you . . .</li> <li>• As I hear it, you . . .</li> <li>• . . . — is that the way it is?</li> <li>• . . . — is that what you mean?</li> <li>• . . . — is that the way you feel?</li> <li>• Let me see if I understand; you . . .</li> <li>• Let me see if I’m with you; you . . .</li> <li>• I get the impression that . . .</li> <li>• I guess that you’re . . .</li> </ul> |
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