**If you’re confused:**

1) Ask questions to find out more, such as:
   - How do I__? Can you__? Is this about__? What was that__?

2) Tell them about what’s confusing you and ask them to explain, for example:
   - I’ve never heard of that. Can you tell me more about it?
   - Can you repeat that? I don’t think I know about that.

**If your conversation partner is confused:**

1) Clarify what you’ve said; use different words to fully explain your message.
2) Ask questions to find out more about what is confusing your conversation partner, such as:
   - Do you know about__? Have you heard of __?

**If your conversation partner seems upset:**

1) Acknowledge that there’s been a mistake. Say something like:
   - I didn’t mean to say that; what I meant was__.
   - I didn’t mean to offend you. What I was trying to say was that __.

2) Go back and try to explain OR move on and change the topic.

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