



STEPS TO REPAIR A COMMUNICATION BREAKDOWN

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.

