



Key Phrases

Tips When You Want to Speak Up and Can't Find the Words

Have you ever been in a situation and couldn't find the right way to get your idea across? Don't want to come across as controlling or bossy when working with others? Here are some phrases to use to kick off your good intentions with the right words;

1. Paraphrase to promote reflection:

- Let me make sure I understand...
- What this sounds like to me is...
- In other words,
- So, what I

2. Clarify to promote reflection:

- Tell me what you mean when you ...
- Tell me how that idea is like (or different from) ...
- Would you tell me a little more about...?
- It would help me understand if you would give me an example of...
- So, are you saying or suggesting that....?

3. Mediation stems: to be used only after paraphrasing and reflective items have been used:

- What do you think would happen if...?
- How do you decide.....?
- How do you come to a conclusion about.....?
- What is the impact of _____ on students...?
- What is another way you might.....?
- What criteria do you use for.....?

4. Finding a solution together or making suggestions if the person being coached is now open to suggestions: To be used only after paraphrasing and reflective items and mediating items have been used:

- Some others have tried....
- There are several other approaches...
- The research in this area shows that...
- A recent article in _____said that...
- Could we look at this topic together? I would like some more information also.

5. Finally, when you are faced with the need to speak up, but don't want to appear to be with odds with a speaker consider using the following phrases:

- Tell me more about...
- Let me help you with...
- Can you include me in...
- Just because I am unclear, can you clarify...
- Can you help me better understand...
- Let me push back on you...
- I can offer some insight about...
- I do have an idea about...
- You might want to know that...
- I think it would help you if...

These tips are intended to be useful and to help you achieve the performance need at work.