

## Key Phrases for Matrix Teams

There's a lot going on in matrix teams! Have you ever been in a meeting and couldn't find the right way to get your idea, question, or concern 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. Promote reflection:

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

### 2. Ask to clarify:

- 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. Brainstorming:

- 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 others...?
- What is another way you might.....?
- What criteria do you use for.....?

**4. Finding a solution together or making suggestions if the other 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:**

- If I heard you correctly...
- Can you 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...