

# Clarifying

Clarifying *communicates* that the listener has...

HEARD what the speaker said

BUT does NOT fully UNDERSTAND what was said.

Clarifying *involves* ASKING A QUESTION [*direct or implied*] to

1. Gather more information
2. Discover the meaning of the language used
3. Get clarity about the speaker's reasoning
4. Seek connections between ideas
5. Develop or maintain a focus

Some possible clarifying *stems* include the following:

- *Would you tell me a little more about...?*
- *Let me see if I understand...*
- *I'd be interested in hearing more about...*
- *It'd help me understand if you'd give me an example of...*
- *So, are you saying/suggesting...?*
- *Tell me what you mean when you...*
- *Tell me how that idea is like (different from)...*
- *To what extent...?*
- *I'm curious to know more about...*
- *I'm intrigued by.../I'm interested in.../I wonder...*

***NOTE: "Why" tends to elicit a defensive response.***