

## **communication “leads”**

To understand another person’s feelings and experiences we need to attempt to enter his phenomenal field, his personal frame of reference through which he interacts with his world. However, since it is impossible for us to be the other person, the best that we can do amounts to reasonably correct but approximate understandings. With this in mind, it seems desirable that we be continuously open-minded and cautious in appraising others, consider most judgments as tentative, and remember that at best we will have a limited understanding of the unique person with whom we are interacting.

Phrases that are useful, when you trust that your perceptions are accurate, and the helpee is receptive to your communications:

You feel...  
From your point of view...  
It seems to you...  
In your experience...  
From where you stand...  
As you see it...  
You think...  
You believe...  
What I hear you saying...  
You’re... (identify the feeling; for example, angry, sad, overjoyed)  
I’m picking up that you...  
I really hear you saying that...  
Where you’re coming from...  
You figure...  
You mean...

Phrases that are useful when you are having some difficulty perceiving clearly, or it seems that the helpee might not be receptive to your communications:

Could it be that...  
I wonder if...  
I’m not sure if I’m with you, but...  
Would you buy this idea...  
What I guess I’m hearing is...  
Correct me if I’m wrong, but...  
Is it possible that...  
Does it sound reasonable that you...  
Could this be what’s going on, you...  
From where I stand you...  
This is what I think I hear you saying...  
You appear to be feeling...  
It appears you...  
Perhaps you’re feeling...

I somehow sense that maybe you feel...  
Is there any chance that you...  
Maybe you feel...  
Is it conceivable that...  
Maybe I'm out to lunch, but...  
Do you feel a little...  
Maybe this is a long shot, but...  
I'm not sure if I'm with you; do you mean...  
I'm not certain I understand; you're feeling...  
It seems that you...  
As I hear it, you...  
...is that the way it is?  
...is that what you mean?  
...is that the way you feel?  
Let me see if I understand; you...  
Let me see if I'm with you; you...  
I get the impression that...  
I guess that you're...