

## TOWARDS UNDERSTANDING – use of words & speech

### Try:

- describing facts
- being specific – who, what...
- repeating key information
- checking questions
- neutral reformulating
- checking interest & reasons
- speaking from your "side"
- offering solution without "no"
- listening to your counterpart
- saying what you need

### Limit:

- must & should-s
- but, ...
- some, a few
- probably, maybe
- well, so, then, eh
- conditional
- so sorry, unfortunately
- negative formulations
- flattery
- strong words & slang