



Seek First to Understand, Then to Be Understood

Directions: Choose one of the scenarios and use this document to capture your responses in the text boxes below.

Which scenario did you select?

 <p>Who needs to be understood to move the situation forward?</p>	 <p>Who should try to listen first to understand?</p>
<p>What PAQ strategies could be used to understand? (Paraphrase / Acknowledge / Question)</p>	
 <p>How could this end in a win-win situation?</p>	