



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?



Who needs to be understood to move the situation forward?



Who should try to listen first to understand?

What **PAQ** strategies could be used to understand?
(Paraphrase / Acknowledge / Question)



How could this end in a win-win situation?