**Conflict Resolution Day 2019**

**QUESTIONING SKILLS**

**Encourage** the other person to share his or her issues as fully as possible.

 "I want to understand what has upset you."

 "I want to know what you are really hoping for."

**Clarify** the real issues, rather than making assumptions. Ask questions that allow you to gain  this information, and which let the other person know you are trying to understand.

 "Can you say more about that?"

 "Is that the way it usually happens?"

**Restate** what you have heard, so you are both able to see what has been understood so far ­ it  may be that the other person will then realize that additional information is needed.

 "It sounds like you weren't expecting that to happen."

**Reflect feelings;**­ be as clear as possible.

 "I can imagine how upsetting that must have been."

**Validate** the concerns of the other person, even if a solution is elusive at this time.

 “I am not sure what I would do/have done in your situation.”

**Expressing  appreciation** can be a very powerful message if it is conveyed with integrity and respect.

 "I really appreciate that we are talking about this issue."

 "I am glad we are trying to figure this out”

Source: University of Wisconsin, Madison