

Inquiry & Advocacy



3 Techniques to **Listen** as an Ally

Bracket your reactions

Internally, acknowledge and set aside your own point-of-view or judgment, and become curious about the speaker's point-of-view.

Paraphrase a message

Using your own words to confirm the speaker's meaning.

Ask open-ended questions

Probing for further information by asking a question that requires more than a one or two-word answer. For example: how has the process changed over the last year? Other open-ended questions: where, why, in what ways?

3 Techniques to **Speak** as an Ally

Make an affirming comment

Respond to a message with a supportive or encouraging statement.

Provide an explanation

Describe how something works and then ask the person if their need for understanding has been met.

Reframe a perspective

To look differently at a situation — i.e., use a different lens — and thereby change what the situation means to us.