

Exceptional Communication

Clarification

1. _____ is it all right if I clarify something with you?
2. We made a promise to _____ right?
3. When (this specific thing happened, be specific date/time/etc) I made up this crazy story in my head that you _____ (use the words from your story from your sheet)
4. When I thought about it, that's just my story I know that can't be right, because I know you, I'm just bringing it to you for clarity.

Response

1. _____ *I'm sorry it showed up that way.*
2. *That was not at all what I intended.*
3. *This isn't an excuse, I just really _____*
 - a. *In the future you can count on the fact that I*
 - b. *Does that work for you?*
 - c. *In the future would it work better if I.....*
 - d. *Now that I see it that way, I will absolutely.....in the future*
4. *It means a lot that you cared enough to bring that to me.*

