

Language of Repair

- I'm wondering if we're not quite on the same page. I think I got ahead of you.
- I'm wondering if I started offering suggestions too quickly. I'd like to listen a little more to make sure I understand what's important for you.
- Let's slow down for a minute. I'm not sure I'm understanding. Can you tell me more about what this was like for you?
- I want to make sure I'm supporting you. What would be helpful to you?
- It sounds like you're ready to move on. Would you like to shift to ____?
- It sounds like what I suggested wasn't helpful at all. I'm sorry I missed the mark. Could we think a little more about it together?
- I was thinking about you during the week. I think I didn't really hear how hard it's been for you since your sister moved in. Could we talk about this again? I'd really like to understand.

- _____
- _____
- _____

“When you do something that doesn’t work, you have an opportunity to learn something and grow closer.”

–T. Berry Brazelton, MD