Change the Conversation

Three simple phrases that help facilitate understanding.

Acknowledge

“I can see this is important to you.”

Recognize what matters to the other person. You can acknowledge their perspective without agreeing with it.

Try it: When someone expresses a concern.

Get Curious

“Help me understand what concerns you most.”

Listen for what matters. Curiosity creates room for new information and shared understanding.

Try it: When you want to better understand a different perspective.

Move Forward

“What would help us move forward?”

Invite collaboration and focus on a constructive next step.

Try it: When you are ready to explore a solution.

Your Action Plan

Choose one phrase to practice this week. Say it aloud so it feels natural when you need it.

■ Acknowledge ■ Get Curious ■ Move Forward

The goal is not to win the conversation. It is to make the conversation worthwhile.