thrivePCI

A FICTIONAL PRACTICE

Check what was heard. Clarify what was meant.

Use a made-up example. Keep client evidence out.

A restatement can reveal a useful difference.

Shared question

Which specific question are we checking?

Restated understanding

How would you explain it in your own words?

Different interpretations

Where do our interpretations differ?

Decision boundary

What is agreed, and who can decide?

Agreed follow-up

Who has accepted the next step?

Invite a useful restatement.

Leave room for clarification.

Try the free public guide.

thrivepci.com/training/free/program-maintenance/