

Without reflection, we forge ahead, creating more unintended consequences, and failing to accomplish anything useful.  
Margaret J. Wheatley

### The 4 P's of Collaborative Communication

**PAUSE for active listening.**

Increase response time to allow for deep listening; model thinking 3-5 seconds before responding or asking question. Avoid unproductive solution, inquisitive, or autobiographical listening behaviors.

**PARAPHRASE to check understanding, organize/ connect ideas or change level of reflection.**

Connect with speaker on two levels: Content- I understand your message. Emotion- I care about you.

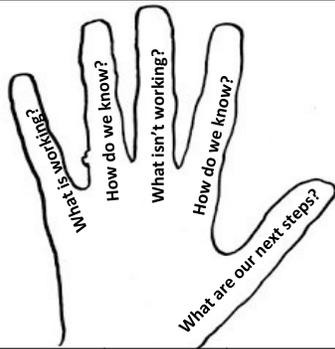
**PRESUME POSITIVE PRESUPPOSITION to model acceptance, trust and respect.**

Belief that others have good intentions and desire/ability to learn and change.

**POWERFUL QUESTIONS for clarifying, probing thinking, considering options, identifying outcomes, prompting action, and assessing progress.**

Avoid making suggestions masked as questions and asking questions when you already know the answer.

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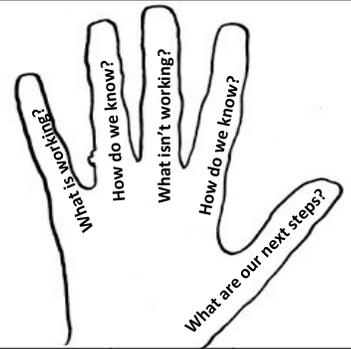
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