

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.

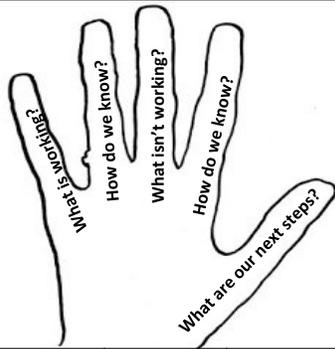
PRESUME POSITIVE PRESUPPOSITION to model acceptance, trust and respect.

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.

Garmston, R. & Wellman, B. (1999). *The adaptive school: A sourcebook for developing collaborative groups*. Norwood, MA: Christopher-Gordon Publishers.



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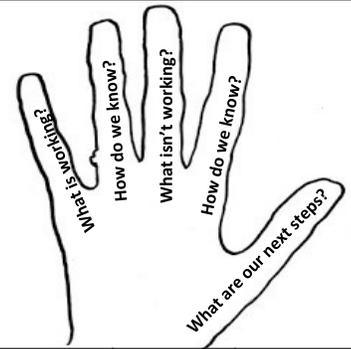
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