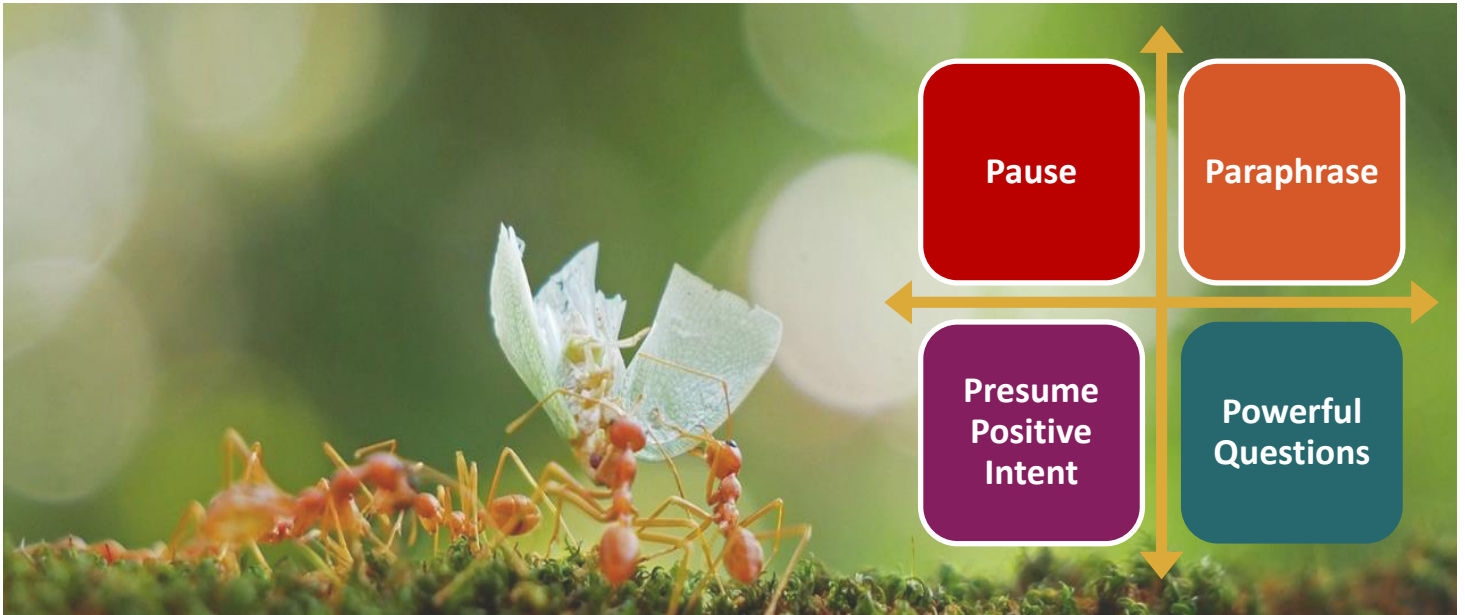




Network of Partnership Schools



The 4 Ps of Collaborative Communication

PAUSE for active listening...

Increase response time to allow for deep listening. Model thinking 3-5 seconds before responding or asking questions. Avoid unproductive solutions, inquisitive, or autobiographical listening behaviors.

PARAPHRASE to check for understanding...

connect ideas or change level of reflection. Connect with the speaker on two levels: (1) **content** – I care about your message, (2) **emotion** – I care about you.

PRESUME POSITIVE INTENT to model acceptance...

trust, and respect. Believe that others have good intentions and desire to learn and change.

POWERFUL QUESTIONS for clarity...

problem solving, considering options, identifying outcomes, prompting action, and assessing progress. Avoid making suggestions masked as questions and asking questions when you already know the answer.