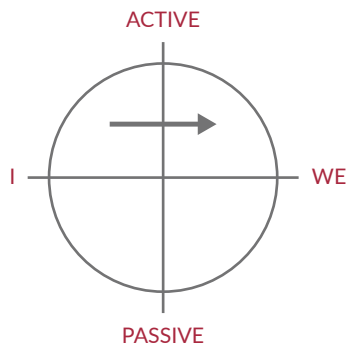


Summarise in your own words what the other in essence is saying or what his/her main concern seems to be.



Pulling to the WE-side

Examples

- ▶ OK, so what you are saying is that you agree with the values but that you don't like the way they are communicated?
- ▶ So, your concern is that it will take a lot of time with little result?
- ▶ If I understand you properly, you are saying that a top-down approach is not effective?
- ▶ If I can summarise it: you are concerned that we will insult people by talking about respect and integrity.

Leary's Rose

Summarising is an intervention we could situate in the middle of the dominance dimension. It has a very strong pulling effect to the We-side – that is, if you summarise correctly. The other will get the message that you have listened and understand what he/she is saying. On the other hand, when you put forward only your own conclusions, opinions etc in the summary, it will have an adverse effect.

Respecting SCARF (status, certainty, autonomy, relatedness, fairness) leads to ownership, identification and recognition.

Summarising the core of what someone said or of what someone is feeling is a boost for being related to each other, being understood and feeling part of the relationship. Summarising also gives the necessary importance to the other person's opinion (good for status).