Navigating Conflict in Special Education: Listening As an Ally

ENCOURAGING & CLARIFYING			
Statement	**Purpose**	**To-Do This**	**Examples**
Encouraging	Express your interest and invite the other person to continue sharing.	Refrain from expressing agreement or disagreement. Instead, utilize neutral language and vary tones appropriately.	“Can you tell me more about...?”
Clarifying	Assist in clarifying the message conveyed and gathering additional information. Encourage the speaker to consider alternative perspectives.	Ask questions and share interpretations to encourage the speaker to elaborate further.	“Help me understand what you mean by...”

RESTATING & REFLECTING			
Statement	**Purpose**	**To-Do This**	**Examples**
Restating	Show active listening and comprehension of the communicated message. Seek clarification to ensure accurate understanding of meaning and intent.	Restate basic ideas and facts.	“So, you are feeling nervous about your small child riding the bus, is that right?”
Reflecting	Demonstrate understanding of the individual’s perspective.	Reflect the speaker’s basic feeling.	“You seem very upset.”

SUMMARIZING & VALIDATING			
Statement	**Purpose**	**To-Do This**	**Examples**
Summarizing	Assess current progress and consolidate key ideas and relevant information to lay the groundwork for further discussions.	Restate major ideas expressed, including feelings.	"These seem to be the key ideas you've expressed..."
Validating	Recognize and affirm the value of the other individual.	Acknowledge the validity of their concerns and emotions. Express appreciation for their efforts and contributions.	"I appreciate your willingness to keep talking about this issue."

Adapted from:

The Center for Appropriate Dispute Resolution in Special Education (2022). Working Together Online Learning Series. CADRE. https://cadreworks.org/resources/cadre-materials/working-together-online-learning-series