

CONFIRMING YOUR UNDERSTANDING

Step 1 Use a confirming statement.

Let me confirm....
Let me make sure I understand your request...
So you want...
I'd just like to confirm that...

Step 2 Summarize key facts.

You want to compare benefits for hospital stays.
You'd like to find out if floor seats are available.
Your shipment never arrived.

Step 3 Ask if your understanding is correct.

Did I get that right?
Is that correct?
Did I understand you correctly?
Right?
Is that it?

Step 4 Clarify misunderstandings (if necessary).