



Sometimes we speak but others can't follow our words.

Make sure people understand everything you say.

## Check Whether People Understand You

Is it sometimes hard for you to comprehend other speakers? If it is, remember that they might have problems to understand you too!

Conversation works both ways so invest time in confirming whether your listeners are following you. Likewise, when you hear, help others by nodding or making a comment when they say something particularly interesting —or by asking for clarification if you get lost.

**When you speak**, don't take comprehension for granted and always ask whether listeners have understood. Sometimes people don't interrupt you because they don't want to seem impolite.

You can use these expressions:

**Did you understand?** Did you understand why we can't do it?

**Am I right?** Am I right in what I say?

**Do you have any doubt?** Do you have any doubt about this?

**Are you following?** Are you following me?

**Did you catch?** Did you catch the idea?

**When you listen and have doubts** stop speakers. Most people believe that their message is always understood and will not verify whether you've received it in full. Wait for a pause and explain what it is you don't comprehend.

**I don't understand.** Sorry, I don't understand anything you are saying.

**What do you mean?** What do you mean when you tell me I'm wrong?

**Can you explain?** Can you explain the figures again, please?

**I don't get the idea.** I'm not sure I get the idea. Are sales slowing down?

**Could you repeat?** Could you repeat your views on the new product?

*For granted  
for sure.  
Involved  
participating.*

**When you listen and understand**, do it actively so those speaking know you are involved in the conversation.

**OK.** OK, you are right.

**Yes.** Yes, assets and liabilities must all add up.

**Agreed.** Agreed, James. We'll do as you suggest.

**I get it.** I get it. No need to explain it again.

**Exactly.** Exactly, I also believe that.



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