

**Become a global TM with Aspire's Micron Moments!**

### **CLARIFY = CONFIRM SOMETHING, MAKE SOMETHING CLEAR**

If you are not sure what someone has said, you should let them know that you didn't hear or didn't understand and ask for repetition or clarification. It's better to let your global team member know what the issue is immediately, so they can clarify things for you. This is better than allowing an awkward silence to develop and it will enable you to participate more in global discussions and develop better relationships with global team members.

Use the phrases below for situations when you cannot hear what someone has said, or you don't understand the meaning clearly.

### **EXAMPLE SENTENCES**

#### **Saying that you didn't hear**

- ✓ I'm sorry, I couldn't hear you.
- ✓ Sorry, I didn't catch that.

#### **Asking for Repetition**

- ✓ Could you say that again, please?
- ✓ Could you repeat that, please?
- ✓ Could you say (the last part) again?

#### **Saying that you didn't understand**

- ✓ I'm sorry, but I don't understand.
- ✓ Sorry, I'm not sure what you mean.
- ✓ Sorry, but I don't follow you.
- ✓ Sorry, I didn't get that.



## Asking for Clarification

- ✓ Could you clarify/rephrase that for me?
- ✓ Could you say that again more simply, please?
- ✓ Could you say it in another way?
- ✓ What do you mean by ...?

## Giving Clarification

- ✓ In other words, ...
- ✓ Let me put it another way ...

## Checking if someone understands

- ✓ Is that clear?
- ✓ Does that make sense?

## Offering thanks

- ✓ I got it. Thank you.
- ✓ Ah, I see. Thanks for clarifying.
- ✓ Now, I understand. Thanks a lot.



## EXAMPLE DIALOGUES

**Mike:** Please submit your project report by the 30th, Hiroshi.

**Hiroshi:** Sorry, I didn't catch that. Could you say that again, please?

**Mike:** Sure. Please give me your project report by the end of the month.

**Hiroshi:** I understand. Thank you, Mike. I'll get the report to you by then.

**Mike:** There has been an increase in the number of long-time overtime workers.

**Hiroshi:** I'm sorry, but I don't understand. Could you say that again more simply, please?

**Mike:** Okay. Let me put it another way. The number of workers who are working 70 hours or more a week is increasing. Is that clear?

**Hiroshi:** Yes, now I understand. Thanks a lot, Mike.

## YOUR TURN!

1) Make statements about your work or other topics. The other person should ask for repetition or clarification to confirm their understanding (You may have to imagine that you don't hear or understand).

For example:

A: I work 8 hours a day and then I do 4 hours overtime.

B: I'm sorry, but I don't understand. Could you clarify that for me?

A: Okay. Let me put it another way. I work 12 hours a day. I do 4 hours of overtime in addition to the basic 8 hours. Is that clear?

B: Yes, I see. Thanks for clarifying.

2) Talk about a topic. You can talk about your job, recent news, your hobby or any other topic. The other person should stop you sometimes and ask for repetition or clarification. (Again, you may have to imagine that you don't hear or understand).



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