

Suggested key

## Communication Breakdown phrases

### PROBLEMS WHEN LISTENING

#### Stopping the speaker

Sorry, ...

One second, ...

Hold on, ...

#### Explaining why you stopped the speaker

I didn't quite catch that.

You've lost me there.

I'm not quite with you.

#### Suggesting possible action

Could you say that again?

Come again?

Could you spell that (for me), please?

### PROBLEMS WHEN EXPLAINING

#### When it looks like you haven't been understood

Am I going too fast for you?

Did I confuse you there?

Did I explain myself clearly?

#### Checking comprehension

Are you with me?

Do you catch my drift?

Have you got that?