

SKILLS REMINDER SHEET: EFFECTIVE COMMUNICATION

ASK CLARIFYING QUESTIONS	LISTEN ACTIVELY
<p>Two ways to ask clarifying questions:</p> <p>1) Use open-ended questions when you don't want a one-word answer.</p> <ul style="list-style-type: none"> • "What are some of your concerns re: this project?" • "What more can you tell me about that?" • "How do you intend to accomplish that?" • "So what do you plan to do to solve that problem?" • "I don't really understand what you mean, can you explain that further?" • "Why do you say that?" • What are you witnessing that brings you to that conclusion? <p>2) Use closed-ended questions when you want a very short answer:</p> <ul style="list-style-type: none"> • "Do you have any issues re: this project?" (vs. "What issues do you have...?") • "Have I done something to offend you?" (vs. What have I done to offend you?) <p>(Note: Closed ended questions can be effective in cutting a conversation short when you don't have the time to continue.)</p>	<p>Listen without interrupting:</p> <ul style="list-style-type: none"> • Wait until the person has completed their thought. <p>Restate/paraphrase:</p> <ul style="list-style-type: none"> • "You're saying..., is that correct?" • "So you think we should..., is that right?" <p>Summarize:</p> <ul style="list-style-type: none"> • "In summary, what I hear you saying is 1)..., 2)..., 3)..., is there anything else?" <p>Check assumptions:</p> <ul style="list-style-type: none"> • "It seems like you are advocating..., am I interpreting what you are saying correctly?" • "Do you mean that you would like me to...?" <p>Acknowledge:</p> <ul style="list-style-type: none"> • "That's interesting." • "I understand what you mean." • Nod to indicate you are listening. <p>Negative Inquiry:</p> <ul style="list-style-type: none"> • "Is there some particular thing that I have done that you didn't like?" • "What is it about my behavior that bothered you?"
MIRROR THE UNSPOKEN & DIFFUSE EMOTIONS	USE FACILITATIVE BODY LANGUAGE:
<p>Mirroring the unspoken:</p> <ul style="list-style-type: none"> • "I would imagine that you felt frustrated after all that has happened." • "Something in your tone of voice indicates..., am I interpreting you correctly?" <p>Diffusing emotions:</p> <ul style="list-style-type: none"> • "You seem to be uncomfortable with..., am I reading you correctly?" • "What is it about what I have said that makes you feel that way?" 	<p>S = Face the other person Squarely</p> <p>O = Use an Open posture (vs. folding arms)</p> <p>L = Lean forward</p> <p>A = Maintain Appropriate eye contact</p> <p>R = Relax; breathe</p> <p>Body Language = vocal inflection, body posturing, volume of speech, and eye contact.</p> <p>Message received is approximately:</p> <ul style="list-style-type: none"> • 40% from tone of voice, • 53% from eyes, gestures, stance; • only 7% from choice of words.
GIVE POSITIVE REINFORCEMENT	USE OPEN COMMUNICATION
<p>One-on-one:</p> <ol style="list-style-type: none"> 1) "Thanks for...(specific behavior) 2) It really helps...(the team, the dep't, me) 3) It shows that you...(care, have learned a lot, like helping out)." <p>In a meeting:</p> <ul style="list-style-type: none"> • "That was a great idea." • "I appreciate you sharing your concerns." 	<p>Self-Disclosure:</p> <p>Use I-based statements vs. you-based statements:</p> <ul style="list-style-type: none"> • "I feel...", "I want...", "I like...", "I don't like..." <p>Put your assumptions on the table:</p> <ul style="list-style-type: none"> • "When you slammed the door, I assumed you were angry at me. Were you?" <p>(Note: Be genuinely curious.)</p>
ENSURE THEY UNDERSTOOD YOU	FACILITATE CONSENSUS
<p>Ask for interpretation:</p> <ul style="list-style-type: none"> • "What do you think about what I just said?" • "What's your reaction to my idea?" • Can you tell me what you just heard in your own words? 	<p>Facilitate consensus decision-making that not only seeks the agreement of most people involved, but also the resolution or mitigation of minority objections.</p> <p>Avoiding pseudo consensus:</p> <ul style="list-style-type: none"> • "Does everyone feel comfortable with this compromise?" • "Can we all live with this agreement as it now stands?"
PROBLEM SOLVE VS. BLAME OR CRITICIZE	USE ASSERTIVE COMMUNICATION
<ul style="list-style-type: none"> • "Given this situation, let's take a look at what options we have ..." 	<ul style="list-style-type: none"> • "I need more information before I commit to a decision..."

