

COMMUNICATION

Ten things NOT to do when communicating:

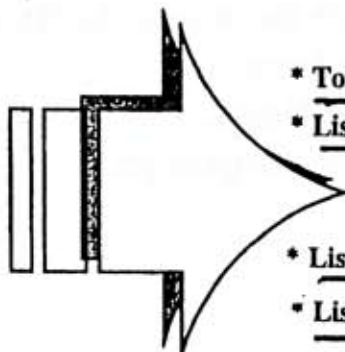
- 1. Don't confront publicly.**
- 2. Don't say, "You never ..." or "You always ..."**
- 3. Don't win.**
- 4. Don't condescend.**
- 5. Don't demean.**
- 6. Don't argue.**
- 7. Don't interrupt.**
- 8. Don't pass judgment or criticize too quickly in advance.**
- 9. Don't be a know-it-all or feel like you have to have every answer right then.**
- 10. Don't jump to conclusions.**

Ten DO's of communication:

- 1. Do create an environment where the person feels at ease and can talk openly.**
- 2. Do show interest in what the other person is saying.**
- 3. Do remove distractions.**
- 4. Do be understanding of the other person.**
- 5. Do express empathy.**
- 6. Do be patient.**
- 7. Do try to distinguish between facts and opinions/ beliefs.**
- 8. Do listen with your face.**
- 9. Do control your emotions.**
- 10. Do watch your body language.**

ACTIVE LISTENING TECHNIQUES

TECHNIQUE	PURPOSE	WHAT TO DO	EXAMPLES
CLARIFYING	To convey interest and keep the person talking.	Don't agree or disagree. Use non-committal words with positive tone of voice.	"I see..." "Uh - huh..." "That's interesting"
RESTATING	To show that you are listening and understand the facts.	Restate basic ideas, emphasizing the facts.	"If I understand, your idea is..." "In other words, this is your decision"
REFLECTING	To show that you are listening and understand the person's feelings.	Reflect the person's basic feelings	"You feel..." "You were pretty angry about this..."
SUMMARIZING	To pull important ideas, facts, feelings etc. together. To review progress and establish a basis for further discussion.	Restate, reflect and summarize major ideas and feelings.	"These are the key points you brought up..." "If I understand you feel this way because"



- * To know more is to listen more
- * Listening is the key to understanding
- * Words are symbols
- * Listening is an art, a skill, a discipline
- * Listening is active, not passive