

HO 3: Communication Skills

STATEMENT	PURPOSE	TO DO THIS...	EXAMPLES
ATTENDING BEHAVIOUR	1. Demonstrate non-verbally to others that they matter	Use body language to convey interest and attention <ul style="list-style-type: none"> ▪ Eye contact ▪ Posture ▪ Gestures ▪ Tone of Voice ▪ Facial Expressions 	Use SOLER <ul style="list-style-type: none"> ▪ <i>Squarely face the client</i> ▪ <i>Open your posture</i> ▪ <i>Lean towards the client</i> ▪ <i>Eye contact</i> ▪ <i>Relax</i>
ACKNOWLEDGING	1. Acknowledge the worthiness of the other person	<ul style="list-style-type: none"> ▪ Acknowledge the value of their issues and feelings ▪ Show appreciation for their efforts and actions 	<ol style="list-style-type: none"> 1. <i>I appreciate your willingness to talk to me</i> 2. <i>Thank you for sitting down with me</i>
EMPATHY	<ol style="list-style-type: none"> 1. Show the client you understand from their perspective 2. Give the other person the space to be heard and to be themselves 3. Enable the person to agree or to express his/her feelings 	<ul style="list-style-type: none"> ▪ Attempt to perceive and understand the situation from the client's perspective, from inside their world. ▪ Attempt to understand what the client is experiencing 	<ol style="list-style-type: none"> 1. <i>I know you are very frustrated by how long you have to wait to get in to the course.</i>
GENUINENESS (AUTHENTICITY)	<ol style="list-style-type: none"> 1. Engender trust 2. Build rapport 	<ul style="list-style-type: none"> ▪ Be honest ▪ Be yourself ▪ Ensure your message is consistent with how it is expressed verbally or non-verbally 	<ol style="list-style-type: none"> 1. <i>I think that's a great idea! (you are being honest, leaning forward, smiling, tone of voice is positive and excited.)</i>

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RESPECT	Show the other person that you: <ol style="list-style-type: none"> 1. Recognize them as a unique person 2. Value their skills and resources 3. Recognize their ability to make their own decisions and take responsibility for their life and the consequence of their choices 	<ul style="list-style-type: none"> ▪ Be authentically present ▪ Listen attentively ▪ make an effort to understand the clients situation 	<ol style="list-style-type: none"> 1. <i>When making this decision you need to decide on what will work best for you.</i>
ENCOURAGING	<ol style="list-style-type: none"> 1.To convey interest 2. To encourage the other person to keep talking 3. Recognize the clients efforts 	<ul style="list-style-type: none"> ▪ Don't agree or disagree ▪ Use neutral language ▪ Use varying intonation and non-verbal signs (nodding) 	<ol style="list-style-type: none"> 1. <i>Can you tell me more?</i> 2. <i>Tell me more about that?</i>
CLARIFYING	<ol style="list-style-type: none"> 1. Help you clarify what is said 2. Get more information 3. Help the speaker see other points of view 	<ul style="list-style-type: none"> ▪ Ask questions ▪ Restate wrong interpretation ▪ To help the speaker explain further 	<ol style="list-style-type: none"> 1. <i>Can you tell me where you've already applied for work?</i> 2. <i>Can you give me an example of how your boss is acting unfairly?</i>
PARAPHRASING	<ol style="list-style-type: none"> 1. To show you are listening and understanding what's said 2. To check your interpretation 	<ul style="list-style-type: none"> ▪ Restate client's basic ideas and facts in your own words 	<ol style="list-style-type: none"> 1. <i>So you would like your parents to trust you more, is that right...</i> 2. <i>If I understand correctly you want to reapply at your old job.</i>

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REFLECTING FEELINGS	<ol style="list-style-type: none"> To show the client you understand how they feel Help person evaluate his/her own feelings after hearing them expressed 	<ul style="list-style-type: none"> Reflect the speaker's basic feeling 	<ol style="list-style-type: none"> <i>You seem really anxious about this.</i> <i>It sounds like you're really worried.</i>
QUESTIONING: CLOSED QUESTIONS	<ol style="list-style-type: none"> To gather specific information To learn more facts 	<ul style="list-style-type: none"> Ask questions that can be answered with a brief factual answer or a simple "yes" or "no". 	<ol style="list-style-type: none"> <i>When did you lose your last job?</i> <i>You want to get training as an adult educator?</i>
QUESTIONING: OPEN QUESTIONS	<ol style="list-style-type: none"> Find out more (details ,etc.) about the other person, wants, needs, issues. Encourage person to talk and to express themselves more fully. 	<ul style="list-style-type: none"> Ask questions that require more than a one word answer Start questions with what or how. Ask questions that will encourage the other person to give more detail. 	<ol style="list-style-type: none"> <i>Can you tell me a bit more about what you've been doing since you lost your job?</i> <i>What types of training are you interested in?</i> <i>Tell me how this problem started?</i>
EMPATHETIC CONFRONTATION	<ol style="list-style-type: none"> To help identify inconsistencies in other person's words or action Help the other person to get his/her facts straight Seek an explanation for a contraction 	<ul style="list-style-type: none"> Ask the person to please explain a contradiction Be neutral and non-judgmental Use neutral tone of voice and open body language 	<ol style="list-style-type: none"> <i>I'm a bit confused. You told me that you really wanted to take the course at NAC but you didn't show up for the appointment you had . Can you tell me what happened?</i>
SUMMARIZING	<ol style="list-style-type: none"> To review progress To pull together important ideas and facts 	<ul style="list-style-type: none"> Restate major ideas, themes expressed, including feelings 	<ol style="list-style-type: none"> <i>Let's see if I got this right so far...</i> <i>Please let me know if I'm wrong but you seem to be saying that while you want a job you are</i>

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	3. To establish a basis for further discussion		<i>very concerned about having to travel and leaving your family. Is that right?</i>
PROVIDE INFORMATION	<ol style="list-style-type: none"> 1. Other person needs information in order to develop and implement plans 2. Needs information to make an informed decision 	<ul style="list-style-type: none"> ▪ Make sure you have accurate information ▪ Present information clearly and concisely ▪ Make sure information is relevant to client's need 	<ol style="list-style-type: none"> 1. <i>I called the college and they are going to be offering the 1st Management course in Iqaluit in March of 2011. They are taking applications now until January 21st. Here is the name and number of the person you need to speak to.</i>