

OVERHEAD 2: COMMUNICATION TECHNIQUES

Listening	Nonverbal Clues	Reflecting and Clarifying
"Uh-huh"	Affirmative nods and smiles	"You're angry because . . ."
"Okay"	Open body language, e.g., arms open	"You feel . . . because"
"I'm following you"	Appropriate distance from speaker—not too close or too far	"You seem quite upset"
"For instance"	Eye contact	"So you would like . . ."
"And?"	Nondistracting environment	"I understand that you see the problem as . . ."
"Mmm"	Face speaker and lean forward	"I'm not sure, but I think you mean . . ."
"I understand"	Barrier-free space, e.g., desk not used as blocker	"I think you're saying . . ."
"This is great information for me"		
"Really?"		
"Then?"		
"So?"		
"Tell me more"		
"Go on"		
"I see"		
"Right"		

OVERHEAD 3: BARRIERS TO COMMUNICATION

Barrier Type	Examples
1. Judging <ul style="list-style-type: none">• Criticizing• Name-calling and labeling• Diagnosing-analyzing motives instead of listening	1. Judging <ul style="list-style-type: none">• "You are lazy; your lesson plan is poor"• "You are inexperienced, an intellectual"• "You're taking out your anger on her"• "I know what you need"• "You're terrific!"
2. Solutions <ul style="list-style-type: none">• Ordering• Threatening• Moralizing or preaching• Inappropriate questioning or prying• Advising• Lecturing	2. Solutions <ul style="list-style-type: none">• "You must . . . " "You have to . . . " "You will . . . "• "If you don't . . . " "You had better or else"• "It is your duty / responsibility; you should . . . "• "Why?" "What?" "How?" "When?"• "What I would do is . . . " "It would be best for you . . . "• "Here is why you are wrong . . . " "Do you realize . . . "
3. Avoiding the Other's Concerns <ul style="list-style-type: none">• Diverting• Reassuring• Withdrawing• Sarcasm	3. Avoiding the Other's Concerns <ul style="list-style-type: none">• "Speaking of . . . " "Apropos . . . " "You know what happened to . . . "• "It's not so bad . . . " "You're lucky . . . " "You'll feel better . . . "• "I'm very busy . . . " "I can't talk right now . . . " "I'll get back to you"• "I really feel sorry for you"