

# Effective Communication

*There are two ways in which we listen during conversations*

*Passive and active*

*How to be a good passive listener*

- 1. Make eye contact with the speaker*
- 2. Lean toward the speaker*
- 3. Let your facial expressions reflect your response*
- 4. Every once in a while give a brief verbal encouragement, I see or OH*
- 5. MAKE SURE YOU ARE LISTENING AND NOT PRETENDING TO LISTEN*

*How to be a good active listener*

- 1. Be yourself. Use words that feel right for you*
- 2. Make sure you understand what is being said by restating it in your own words. Be clear with the speaker ask, do you mean? Let the speaker know you understand or give the person the opportunity to clarify the point.*
- 3. Only comment on what the speaker is discussing. Try not to interrupt with your own stories or information. Don't tell a person what he or she should do.*
- 4. LISTEN TO THE FEELINGS BEHIND THE WORDS. Express your understanding of how the person is feeling by responding in an interested and compassionate manner.*

- DO NOT BE UNENTHUSIASTIC WHEN A PERSON IS GENUINE*
- DO NOT INTERRUPT, OR CHANGE THE SUBJECT*
- BE HONEST, IT WILL COME THOUGH*