

How to Communicate with Support

The Active Listener...

✓ Gives the speaker the floor.

✓ Looks interested...

Good eye contact

Stops to listen

Indicates understanding..."Uh-huh"

✓ Asks CLARIFYING QUESTIONS...

"Do you mean...?"

"Can you tell me about...?"



✓ Reflects FEELINGS...

"It sounds as though you feel..."

"Wow! It sounds like that makes..."

"It looks to me like you are....?"

✓ Paraphrases...

"I hear you saying..." "So, in other words..."

"It seems...is that right?"

The Active Listener Does NOT...

Interrupt

Argue

Give unwanted advice

Discount what's being said

Engage in another activity

Criticize

Make judgments

Space out

Talk about him/herself

Using "I" Messages

Be brief.
Be clear.
Be

#1 Describe the behavior you are concerned about--
"When we..."

#2 Make your I-statement--
"I feel disappointed..."

#3 State the consequences or results--
"...because..."

Not like this--

"When you don't listen to me. I feel angry, because you never pay attention to what I am saying.

Like this--

"When you don't listen to me. I feel angry, because I miss the chance to get your advice about my worries and problems.