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*

Have You Heard?

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 change to get your advice about my worries and problems.