



## Basic Communication Techniques

TECHNIQUE	PURPOSE	COMMENT
SILENCE	-to promote speech -to encourage continued uninterrupted speech	Careful! May inadvertently communicate non-caring, lack of interest
NON VERBAL ATTENDING	-to encourage continued uninterrupted speech -to probe -to show interest	Nodding of the head and facial expressions are examples
RESTATEMENT	-to show you are listening -to check for accuracy -to clarify semantics -to probe	Careful! Used too frequently you can sound like a mindless parrot. Good to clarify semantic ambiguities
PARAPHRASING	-to communicate interest, understanding, empathy -to check for listening accuracy to allow speaker -to probe for further content	Use more frequently than restatement. Easier and more natural than restatement. A powerful behavior change to 'hear' own thoughts and technique
REFLECTION OF EMOTION	-to identify the speaker's feelings based on verbal and/or nonverbal cues. -to encourage discussion of feelings and remove emotional	Important to allow feelings to be expressed, otherwise they block problem solving and tend to escalate. But be careful! Don't overuse this technique.
OPEN-END QUESTIONS	-to provide maximal response options	Good to use in early phases Use when you get 'stuck'. To question without restricting answers
CLOSED-END QUESTIONS	-to direct or focus responses -to provide structure	Good when pursuing a specific target. You only learn what you know to ask