

Reflections

Communication Skill

Using a technique called **reflection** can quickly help you become a better listener. When reflecting, you will repeat back what someone has just said to you, but in your own words. This shows that you didn't just hear the other person, but you are trying to understand them.

Reflecting what another person says can feel funny at first. You might think the other person will be annoyed at you for repeating them. However, when used correctly, reflections receive a positive reaction and drive a conversation forward. **Here's an example:**

Speaker: "I get so angry when you spend so much money without telling me. We're trying to save for a house!"

Listener: "We're working hard to save for a house, so it's really frustrating when it seems like I don't care."

✓ Quick Tips

The tone of voice you use for reflections is important. Use a tone that comes across as a statement, with a bit of uncertainty. Your goal is to express: "I think this is what you're telling me, but correct me if I'm wrong." Your reflections don't have to be perfect. If the other person corrects you, that's good! Now you have a better understanding of what they're trying to say.

Try to reflect emotions, even if the person you're listening to didn't clearly describe them. You may be able to pick up on how they feel by their tone of voice or body language.

Switch up your phrasing, or your reflections *will* start to sound forced. Try some of these:

- "I hear you saying that..."
- "It sounds like you feel..."
- "You're telling me that..."

Displaying
page 1 of 2

For... Don't worry too much about all the little details, especially if the speaker had a lot to say!

NAME: _____



Communicating with Peers and Supervisors

What is Communication?

Communicating comes in different types. It is used every day. It can be with family and friends. Or with schoolmates and teachers. Or even your dog and cat. Speaking clearly will help to fully know what someone is sharing with you. This makes it one of the most important tools you'll use.

What is communicating?

To share information. To share ideas. To share concerns with others. To know what someone means.

What are the different forms?

Verbal is a form. It means talking. So is **written**. **Body language** can also tell you something.

1. What's a good time to have a conversation? _____

2. What's a bad time to have a conversation? _____

Talking, writing an e-mail, waving your hand, or a smile are kinds of communication. We use these and other styles to share thoughts, ideas or feelings with people or groups of people. But just because we do these daily doesn't make them simple.

Here are some tips to help build good communication skills:

- **Respect** the other person. Being mean can quickly stop the message from being heard.
- Make **eye-contact**. Do this while talking and listening. It will help keep the other person's attention.
- Don't **interrupt**. It's rude and won't let others finish their thought.
- Be **clear** about what you are saying. Try changing how you say things if your message isn't heard, or fully understood.
- Another big point is **timing**. Sometimes the other party isn't paying attention, is distracted or preoccupied. It might be best to wait for them, or come back at a later time.