

COMMUNICATION TECHNIQUES

I. Use encouragers during pauses in conversation

- A. Say “um Hmmm” or “yesss..” as an encourager
- B. Repeat one of the last words a persons said

II. Paraphrase at the end of a statement

- A. Summarize the last sentence
- B. Repeat the person’s words exactly

III. Use nonverbal and verbal attending signals

- A. Make eye contact and nod your head slightly
- B. Lean in slightly with sincere interest
- C. Repeat one word of the last statement

IV. Ask questions to clarify needs and interests

- A. Ask **open-ended questions** beginning with words like:
who, what, how, why, explain and describe
- B. Ask a **multiple choice question** with a possible choice of
answers available within the question
- C. Ask a **plural question** using words like “some” or “name a
few reasons” within the question
- D. Ask a question that requires more thought, using **compare and
contrast** words within the question, like “before” and “after”

V. Make comments to aid in conversation and show interest

- A. Begin your statement with “You mean...”
- B. Begin your statement with “You value...”
- C. Begin your response with “Your reasons are...”