

BE A BRAIN-CHANGER

EFFECTIVE COMMUNICATION TIPS

Clarifying-asking questions for more information

Summarizing- reviewing the facts or major ideas and telling them back to the speaker

Reflecting- restate the speaker's basic feelings to the speaker

Paraphrasing- restate the words of the speaker but using different words

Validating- making sure the speaker feels safe and wants to share again

Encouraging- not agreeing or disagreeing with the speaker but instead nodding or saying "tell me more" so he/she wants to keep talking

