

Handout to Activity 12: Communication Practice

To the left of each statement, note whether you think you do this activity **VW** (very well), **SW** (somewhat well), or **NW** (not well).

Listening Skills

	Being present and paying attention to the listener.
	Paraphrasing what the talker is saying (when it's your turn!) to show that you've heard them.
	Demonstrating that you are open to hearing the person speaking.
	Showing empathy by "stepping into their shoes" to understand what they are experiencing.
	Asking questions if you are confused but avoiding interrupting.

Speaking Skills

	Using "I" statements.
	Staying calm.
	Expressing your feelings.
	Focusing on solutions.

What did you notice about your listening and speaking skills?

Were you surprised by your ratings?

What could you work on in order to strengthen your resilience?

Reflect and write down your strengths and weaknesses in terms of your listening and speaking skills:
