

Communication Strategies

Observation Checklist – Answer Key

This checklist is designed to be used to observe and identify basic communication practices. The three-part conversation in [Video 3.3](#), [Video 3.4](#), and [Video 3.5](#) was used to fill in this answer key. Use this checklist to guide your own observation and reflection after viewing the videos.

Attending and Active Listening	
Body language Using posture, eye contact, gestures and other non-verbal movements to show openness, interest and concern.	Circle Yes or No to indicate whether this occurs. <input checked="" type="radio"/> YES NO
Reflecting content and feelings Using your own words to identify the content and feelings in a message is one way to let the speaker know you understand.	Make a check in the box <u>each time</u> you observe an example. ✓ ✓ ✓
Encouraging and affirming Acknowledging the speaker through simple verbalizations encourages the speaker to continue.	✓ ✓ ✓ ✓
Make notes about examples of attending and active listening you observed: <i>Teacher made frequent eye contact, nodded in an encouraging way and leaned slightly toward therapist to show interest.</i>	

Seeking and Verifying	
<p>Questioning</p> <p>Using different types of questions gives you information that helps to define preferences and strengths, as well as issues and concerns from the other's viewpoint.</p>	<p><i>Make a check in the box <u>each time</u> you observe an example.</i></p> <p>✓ ✓ ✓</p>
<p>Silence</p> <p>Waiting patiently and quietly gives another person time to think before answering a question and lets the speaker know you want to hear from him or her.</p>	<p>✓</p>
<p>Clarifying and validating</p> <p>Restating the main message and asking if your understanding of what has been said is correct can help avoid misunderstandings.</p>	<p>✓ ✓</p>
<p>Summarizing</p> <p>Pulling together the main points of the discussion into a brief statement is a good way of obtaining closure.</p>	<p>✓</p>
<p>Make notes about examples of seeking and verifying you observed:</p> 	
<p>What other communication strategies did you observe in this video clip? Check if observed and give examples.</p> <p><input checked="" type="checkbox"/> _____ Attending and Active Listening</p> <p>Examples:</p>	

