

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

<b>Seeking and Verifying</b>	
<p><b>Questioning</b></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><b>Silence</b></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><b>Clarifying and validating</b></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><b>Summarizing</b></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 <b>seeking and verifying</b> 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>	

