

Communication Strategies Observation Checklist

This checklist is designed to be used to observe and identify basic communication practices. For each item, check each time you observe a practice in the box provided. Make notes in the space provided about examples you observed within each of the 3 broad categories.

| Attending and Active Listening | |
|---|--|
| Body language Using posture, eye contact, gestures and other non-verbal movements to show openness, interest and concern. | Check Yes or No to indicate whether this occurs. <input type="checkbox"/> YES <input type="checkbox"/> NO |
| <i>For the following items, make a check in the box <u>each time</u> you observe an example.</i> | |
| 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. | |
| 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: | |

Seeking and Verifying

For the following items, make a check in the box each time you observe an example.

Questioning

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.

Silence

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.

Clarifying and validating

Restating the main message and asking if your understanding of what has been said is correct can help avoid misunderstandings.

Summarizing

Pulling together the main points of the discussion into a brief statement is a good way of obtaining closure.

Make notes about examples of **seeking and verifying** you observed:

What other communication strategies did you observe in this video clip? Check if observed and give examples.

Attending and Active Listening

Examples:

Joining and Supporting

For the following items, make a check in the box each time you observe an example.

Building

Adding to the speaker's ideas lets the other person know you value their input and that you have something to contribute.

Informing

Sharing information and knowledge enhances understanding and addresses needs of others.

Seeking consensus

Reaching agreement is important to ensure that families and practitioners understand the goals and the ways of achieving them together.

Make notes about examples of **joining and supporting** you observed:

What other communication strategies did you observe in this video clip? Check if observed and give examples.

Attending and Active Listening

Examples:

Seeking and Verifying

Examples: