



Active Communication

— CHECKLIST —

Active Speaker Strategies:

- Maintain eye contact
- Use an appropriate voice tone
- Be clear about the topic
- Appropriate pace (not too fast, not too slow)
- Use appropriate body language and facial expressions
- Remain on topic and focused on your goal of conversation
- Use topics of mutual interest
- Answer questions
- Pause for feedback
- Ask for the listener's point of view

Active Listening Strategies:

- Use appropriate body language
- Maintain eye contact
- Acknowledge (head nods, uh huh, hmm)
- Put yourself in their shoes as you imagine their experience
- Use facial expressions that match the emotion in the conversation
- Paraphrase and restate what is being said using different words
- Ask questions
- Wait until they pause to speak
- Normalize (it makes sense to me that you would feel overwhelmed)
- Use encouraging and positive words and say something nice

Strategies that I use often:

Strategies that I want to use more:
