

Name: _____ Date: _____

DIRECTIONS This guided note sheet is meant to help you follow along with the *Interpersonal and Communication Process* presentation and also compile good notes at the same time. To use this, just simply fill in blanks or add your thoughts to the spaces provided.

Overview: In this presentation we will cover the following:

- A. Active Listening Skills
 - Eye contact, posture, and body language
 - Paraphrasing, clarifying, and verifying perceptions
 - Empathy, summarizing, and minimizing distractions
- B. “I” Statements
 - Feel
 - Event
 - Resolution
- C. Following this presentation you will be asked to practice these skills.
- D. Be sure to follow along using your Student Handout.

Active Listening...

When you are telling your friend a story, how do you know he or she is listening?

Active Listening Skills

Active listening skills are those _____ that tell someone who is talking that you are listening to them.

There are two main categories of active listening skills:

- A. Body Position
- B. _____

Body Position - Eyes

- A. When you are talking to someone, how do you know they are listening to you?
- B. Eye contact is very important for active listening.
- C. Humans communicate a lot with their eyes, therefore if the eyes are wandering it is probably a sign that the mind is not paying _____.
- D. Too much of a good thing: make eye contact but don't _____!

Body – Body Language

- A. What is the “closed off” body posture?
- B. _____ indicate that the listener is not receptive to the speaker or the conversation.
- C. Positive body language: listener facing speaker, open posture, relaxed, smiling, and head nodding.

Name: _____ Date: _____

Language - Paraphrasing

- A. Repeat after me... paraphrasing is the act of _____ someone's words back to them.
- B. Paraphrasing shows you are listening.
- C. Paraphrasing shows your _____ of what the speaker was saying.
- D. So what is paraphrasing?

Language - Verifying Perceptions

- A. "Let me get this straight..."
- B. This is a common format for a verifying perceptions sentence.
- C. Verifying perceptions is used by a listener when they are _____ by the D. _____ speaker and they want to make sure they are following the conversation.
- D. It also gives the speaker _____.
- E. What are other ways you have tried to verify perceptions when listening to your friends?

Language - Clarifying

- A. Clear as mud...
- B. Sometimes conversations can get confusing.
- C. "So and so did such and such which lead you know who to say you don't even want to know what!"
- D. Clarifying sentences can help you, the listener, lay it all out for the speaker to make sure everything is _____.
- E. In normal, clear _____, clarifying can make sure that you and the speaker _____ on what was talked about or decided.

Language - Summarizing

In conclusion...

- A. Summarizing brings the _____ into clear focus, and ends a conversation.
- B. Does not bring _____ ideas out.
- C. Someone summarize what we have learned so far...
 1. _____
 2. _____
- D. Don't get too excited, we still have some learning to do...

Language - Empathy

- A. Do you have a friend who is just really bad at listening to you and understanding how you feel?
- B. We would say that they are not very _____.
- C. Not 'pathetic'! Empathetic!!
- D. This means that they do not _____ and _____ with your feelings and emotions.
- E. So like the kid outside the principal's office, you don't think that anyone is _____.

Name: _____ Date: _____

F. How do you show empathy with your friends?

1. _____
2. _____
3. _____

Language – Minimize Distractions

- A. “Hang on would ya? I’ve got a call...”
- B. How many of you have been _____ by a friend who wasn’t paying attention to you?
- C. How does a situation like this _____ you?
- D. Minimizing _____ is more than just cell phones, and making eyes with another classmate while a friend is talking.
- E. It has to do with _____ and _____ the other person.
- F. What distracts you from a conversation?

1. _____
2. _____
3. _____

G. How might you minimize these?

1. _____
2. _____
3. _____

“I” Statements

- A. How do you feel when someone picks on you?
- B. You probably started your answer off with, “When I am picked on I feel...”
- C. This is what we call an “_____” statement.
- D. These statements always begin with “I.”
- E. These statements help to _____ your feelings without _____ the opposing party. And they really work!
- F. There’s a general formula for “I” statements...

“I” Statement formula

Use the formula in #1 to construct a sentence on your own. It’s easy!

1. _____ “I feel _____ when you _____ because _____.”
2. _____ “I feel silly when you _____ because _____.”
3. _____ “I feel silly when you dress up as a clown because _____.”
4. _____ “I feel silly when you dress up as a clown because you trick me with your electric hand thingy.”

Name: _____ Date: _____

Summarizing

A. Ok now... finally... try summarizing!

1. _____
2. _____
3. _____
4. _____
5. _____

B. What have we learned so far?

C. We are now going to partner up to practice these skills.