

6 STEPS OF EFFECTIVE COMMUNICATION

STEP 1

LOOK AT THEM.
Stay calm and
don't interrupt.

STEP 2

Once they are finished,
USE THEIR WORDS to
DESCRIBE what
YOU UNDERSTOOD.

STEP 3

CLARIFY if WHAT YOU SAID
was what they meant.
Prompt them to correct
you if they are wrong.

STEP 4

STATE YOUR THOUGHTS
in a calm manner. Correct
them if they interrupt.

STEP 5

Have them REFLECT BACK
what they understood.
AFFIRM they are right
or CORRECT them
if they are not.

STEP 6

Come to a SOLUTION if
possible. If not, repeat
these steps and use the
skill of Decision Making.