

Summary Of Basic Communication Skills For Improving Interview Performance & Interpersonal Relationships

1. **PARAPHRASE:** Stating in your own way what the other's remark conveys to you.

Examples: *"Would this be an example of the point you made?" (Then stating a specific example)*

"Do you mean... (stating your understanding of other's words)?"

2. **BEHAVIOR DESCRIPTION:** Reporting specific, observable actions of others without making accusations or generalizations about their motives, personality or character traits.

Examples: *"That's the third time you have said you agreed with a statement of mine and then added 'but' & expressed agreement with the opposite." "Jim and Harry have done nearly all the talking and the rest of us have said very little."*

3. **DESCRIPTION OF FEELINGS:** Specifying or identifying feelings by name, simile, figure of speech, or action urge.

Describing your own feelings: Reporting your own inner state as explicitly as you can - making sure the statement indicates the feelings are in you.

Examples: "I feel... embarrassed." (Naming)

... like a tiny frog in a huge pond." (Simile)

... like hugging you." (Action urge.)

"I just swallowed a bushel of spring sunshine." (Figure of speech)

"I'm very fond of you. I care about you." (Naming)

Perception check: Describing what you perceive to be the other's inner state in order to check whether you do understand what he/she feels.

Examples: "You look like you felt hurt by my comment. Did you?"

"I get the impression you'd like to change the subject. Is that accurate?"

"You seem to be feeling more at home now."

TO UNDERSTAND THE OTHER AS A PERSON

- Check to make sure you understand his/her ideas, information, and suggestions as he/she intended them. (Skill: *Paraphrase*)
- Check to make sure you accurately understand what he/she feels...his/her inner state. (Skill: *Perception Check*)

TO HELP OTHERS UNDERSTAND YOU AS A PERSON

- Describe what others did that affects you personally or as a group member. (Skill: *Behavior Description*)
- Let others know as clearly and unambiguously as possible what you are feeling. (Skill: *Description of your own feelings*)

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