

## HANDOUT - Communication Tools

**Mirroring** (“I see that you were distressed when you couldn’t finish in time.”): When we use mirroring, we try to put it into words what we see/hear from the other person. We don’t interpret, but describe what we understood. It doesn’t really matter if we are not exact in our observation, as the other can correct us and continue sharing.

**Open questions** (“How did you feel about the change of plans?”): If we want to know more, we should phrase our questions in an open way, so the other feel he/she can share his/her feelings. If he/she can only answer with a yes or no, he/she might not go into details.

**Rephrasing** (“So you are saying that you were bored during the game.”): Rephrasing the other’s comments serve the aim of making sure we understood him/her well, and also give a chance for the other to describe his/her feelings in more details.

**Self-exploration** (“I also feel angry, when someone doesn’t listen to my ideas.”): We can share a bit of ourselves in order to facilitate discussion about feelings. It is important not to shift the focus on us (as by telling an own story), but show that we often feel the same way.

**Summarising:** Summarising what we have heard during a discussion can help people become more aware of what has happened and this way they can take away more from the situation.

**Informing:** In case we can help the other person by sharing concrete information on a troubling topic. This often solves the situation more easily.