## 6.3 Guidelines for Effective Communication Techniques

Four Primary Communication Techniques

- Listen Actively
  - Be engaged in your conversations. Focus your full attention on the person you are addressing.

- Send "I'" messages, not "You" messages.
  - "I" messages don't place blame or point fingers.
  - "I feel concerned when . . ."
  - "You" messages, such as "You always let the little things get to you," are degrading and will put the other person on the defensive.

- Paraphrase
  - Restate what the other person has said if you're not sure you have correctly received the message he or she is trying to send to you. Be careful not to use this technique too often because it could be perceived as condescending.

- Ask open-ended questions, not "yes/no" questions.
  - Ask open-ended questions such as "Tell me more about . . ."

Timing is everything. Back off if the timing for the conversation is not conducive to a positive outcome. Your conversation can be held at a more opportune time.

Put your attention on "What did you learn from this mistake," not on who is to blame.

**Try This!**

Review these communication techniques with your mentee. There is additional information in Section 2 of the Mentoring Toolkit called "Mentor Communication Tips." Practice using the techniques with the following Scenarios of Effective Communication Techniques.



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