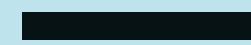


ACTIVE LISTENING & COMMUNICATION STYLES

Erika V. Sanchez Nelson

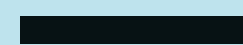


ACTIVE LISTENING



- What does mean?
- Why do we want to do it?

PASSIVE LISTENING



- What does it mean?
- Why is it not great?



ACTIVE LISTENING STRATEGIES

01 Paraphrase

"What I hear you saying is...."

Tells the student what you understand, but also gives them an opportunity to correct you.

02 Furthering Questions

"I hear you that you don't understand X, do you understand Y?"

Take your paraphrasing and use it to go forward in the session. Show them that their concerns are forefront and helps them understand.

03 Interpret

"I get the sense that you are worried about...."

Try to pick up on any social cues that the student is communicating and repeat that back to them.

04 You vs I Phrases

"You would benefit from this" vs "I want to show you something"

Tells them that you aren't arbitrary deciding what is best for them, but that you paid attention to their specific needs.

WHAT ABOUT YOU?

How can you tell during a conversation that someone is listening to you?

What questions do people ask to communicate to you that you have been heard?

Are there things that frustrate you when you are trying to talk to someone else?

WHAT TO AVOID

Interrupting

Even if the tutee is doing something "wrong" let them finish their thought before you correct.

Closed body language

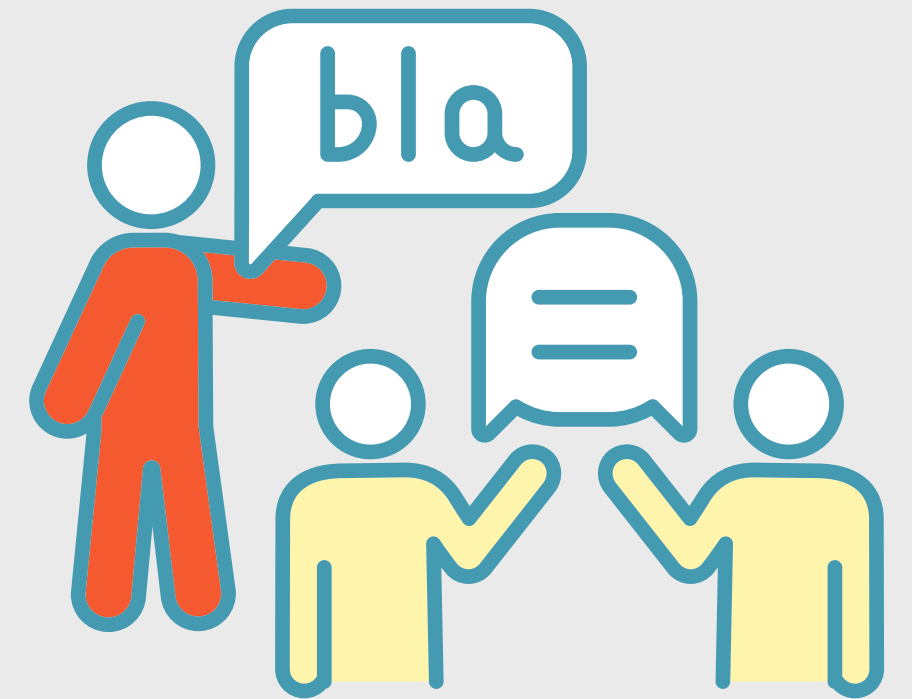
Leaning back, staring at something else, or having your arms crossed can communicate an unwillingness to help.

Defensive questions

Questions like "Why did you do this?" or "Why don't you understand this?" set up your tutee to be defensive.

Technology

Avoid texting or answering your own emails, unless you have already developed a rapport with the student.



01 Analytical

Favors data and hard numbers, information that is not quantifiable feels vague

- Upside: Logical thinker, Sees how things fit together, can find logical creative solutions
 - Downside: Might ignore tutee's emotional response to the material
-

02 Intuitive

All about the big picture, can see the forest through the trees

- Upside: Can help tutee see the end goal, or can help them formulate a goal
 - Downside: Might get frustrated if tutee needs basic things explained
-

03 Functional

Really enjoys the minutiae of something, loves step-by-step processes

- Upside: Can explain things down to the smallest steps, good with formulaic activities
 - Downside: Might forget to discuss the student's overall goals and work towards those
-

04 Personal

Values human connection, wants to spend time getting to know people

- Upside: Can help tutee connect with the material, good at confidence boosting
- Downside: Might spend too much time on emotions and not enough on content

COMMUNICATION STYLES



WHAT DOES THIS LOOK LIKE IN A TUTORING SESSION?

Intuitive: really good at helping students set their goals and encouraging the student to come up with the steps to reach those goals, strengths are setting up the session and motivating the student

Analytical: good at logically matching the student's goals to the reality of the situation, "you want to pass this test? great you have to understand X in order to do that," good at explaining things in terms of how parts fit together

Formulaic: excels at breaking things down into small pieces, very good at helping students who are overwhelmed with the magnitude of problems

Personal: good at checking in on the student frequently regarding their understanding, good with sensitive students and students that lack confidence

WHAT IF MY TUTEES STYLE IS DIFFERENT FROM MINE?

PAIR UP: pair up with someone who has a different communication style, please get up out of your seat to find someone

- How might you tell what style your tutee favors?
- What fruitful things could come from mixing those styles?
- What potential difficulties could arise?
- What should you do if one of you starts to get frustrated?



SHARE OUT

- 1) What did you talk about in your pairs?
- 2) Have you ever had a noticeable communication difference in a session?
- 3) Have you ever had a communication similarity in a session?

