

Lesson 10: Communication Styles

Warm-up Questions:

How often do you have miscommunication at work? What do you think is the reason?
 Have you ever had difficulties communicating with a foreign coworker?
 What is the worst communication problem you've ever experienced with your boss?

Expressions: Clarifying and confirming

I'm sorry...	Excuse me...	
I didn't catch that. I am not sure what you mean.	I couldn't hear you. Correct me, if I'm wrong...	I don't understand. Just to be clear.
Could you repeat that? Could you speak slower? Could you go over that again? Could you rephrase that? Do you mean...?	Could you say that again? Could you elaborate on that? Could you clarify what you mean? What exactly do you mean by...? So, what you are saying is...?	

6 Tips to being a better listener and a communicator:

1. Show empathy
2. Instead of "You" use "I" statements
3. Mirror and repeat back what the other person is saying
4. Ask open-ended questions
5. Monitor your nonverbal communication
6. Practice humility

Which tip do you think is the most useful? Least useful?
 Do you use any of the tips from the above?
 Do you know other tips on being a better communicator and a listener?

What do you think is happening in the following pictures?

