**Listening Review**

**Interpersonal Communications**

**Mz. Hope**

**Key points to remember:**

* Before committing yourself to helping another person- even someone in obvious distress- make sure your help is welcome.
* Using a wide variety of helping styles is usually more effective than just one or two approaches: **advising, attending, judging, questioning, paraphrasing, prompting, support.**
* You can boost the odds of choosing the best helping style in each situation by considering three factors: match your response to the **situation,** think about the **other person**, are they defensive? Sensitive? Reactive? And, finally, think about **yourself:** what are you good at? And are you sincerely willing and able to help, right at that time? Remember, genuine concern, interest, and time will all play a role in how effective you can be. Reflect on your own motives and remember to take care of yourself as well! Not everyone has to like each other!

**Activity:**

**He said/she said/ I said/ you said:**

The students work in groups of three. One person (A) tells about an incident in his/her life (a recent event, an injury, a particularly interesting memory) in as much detail as possible. The second person (B) listens carefully, taking mental notes and employing **active listening skills**. When A has finished, B has to retell the story as accurately as possible. When B has finished, it is the turn of C to correct any errors of fact or omissions which B may have made. Each person (A, B, and C) has a turn in each role.