

## COMMUNICATION EXERCISES

### Step Two: Discussing Concerns

#### *“Speaker/Listener Technique”*

#### **Ground-rules**

No problem solving – this is a time to share your thoughts and feeling about a problem

Speaker has the floor – use an object as an anchor to represent “the floor”  
(e.g. - TV remote, ink pen, etc.)

Share the floor

#### **Speaker**

Share your feelings about the issue at hand (From Step 1)

Allow pauses for the listener to paraphrase (repeat back what you hear the speaker saying)

Speak for yourself:  
    No mind reading  
    Use “I” Language

#### **Listener**

Listen; don’t be thinking of what you want to say in response

No rebuttals, explanations, or defensiveness – don’t act like an enemy.

Paraphrase – repeat what you heard the speaker say in your own words to clarify that you have the message.

That’s it for this exercise... This is just to allow practice in communication and listening. Many times that’s all that is needed.