

# Communication Strategies Observation Checklist

This checklist is designed to be used to observe and identify basic communication practices. For each item, check each time you observe a practice in the box provided. Make notes in the space provided about examples you observed within each of the 3 broad categories.

Attending and Active Listening	
<b>Body language</b> Using posture, eye contact, gestures and other non-verbal movements to show openness, interest and concern.	Check Yes or No to indicate whether this occurs. <input type="checkbox"/> YES <input type="checkbox"/> NO
<i>For the following items, make a check in the box <u>each time</u> you observe an example.</i>	
<b>Reflecting content and feelings</b> Using your own words to identify the content and feelings in a message is one way to let the speaker know you understand.	
<b>Encouraging and affirming</b> Acknowledging the speaker through simple verbalizations encourages the speaker to continue.	
Make notes about examples of <b>attending and active listening</b> you observed:	

**Seeking and Verifying**

*For the following items, make a check in the box each time you observe an example.*

**Questioning**

Using different types of questions gives you information that helps to define preferences and strengths, as well as issues and concerns from the other's viewpoint.

**Silence**

Waiting patiently and quietly gives another person time to think before answering a question and lets the speaker know you want to hear from him or her.

**Clarifying and validating**

Restating the main message and asking if your understanding of what has been said is correct can help avoid misunderstandings.

**Summarizing**

Pulling together the main points of the discussion into a brief statement is a good way of obtaining closure.

Make notes about examples of **seeking and verifying** you observed:

What other communication strategies did you observe in this video clip? Check if observed and give examples.

\_\_\_\_\_ Attending and Active Listening  
Examples:

**Joining and Supporting**

*For the following items, make a check in the box each time you observe an example.*

**Building**

Adding to the speaker's ideas lets the other person know you value their input and that you have something to contribute.

**Informing**

Sharing information and knowledge enhances understanding and addresses needs of others.

**Seeking consensus**

Reaching agreement is important to ensure that families and practitioners understand the goals and the ways of achieving them together.

Make notes about examples of **joining and supporting** you observed:

What other communication strategies did you observe in this video clip? Check if observed and give examples.

\_\_\_\_\_ Attending and Active Listening

Examples:

\_\_\_\_\_ Seeking and Verifying

Examples: