

Enhanced Communication – Some Useful Techniques

Name of technique	Description of technique	Useful for.....
Awareness is curative	Develop a clear understanding of what you are good at and what areas you need to improve in. Seek feedback (with evidence) from colleagues and friends. You will easily be able to adapt and change.	Enabling you to improve so that you can achieve better results for you and people around you
Mirroring and matching	Copy the other person's vocal tone, choice of words and body language (including breathing patterns).	Building rapport with anyone (including people you don't normally like!)
Changing your beliefs	Work out which of your beliefs about yourself and about other people are not very useful and replace these with more useful beliefs (try writing these down) – act as if the new beliefs are true!	Changing your feelings and behaviour to something more positive, which in turn affects the feelings and behaviour of people around you
State changing - yourself	Work out what you want to feel (e.g. happy, enthused, friendly, etc). Alter your body language, vocal tone, choice of words and/or mental pictures/sounds to match what you are doing when you are feeling this way. This change will help to create the required feeling.	Feeling happier, more enthused, more friendly, or whatever emotion is useful for you and your work place. This alters your behaviour which in turn affects the feelings and behaviour of people around you
State changing - others	Smile, joke or do or say something unexpected and/or unusual when communicating - this throws the other person out of their state into something more useful.	Dealing with people who are behaving in a difficult or unhelpful manner
Pacing	Firstly build a rapport (see 'mirroring and matching') and then gradually change your vocal tone and body language (including breathing patterns) to a more useful state (e.g. calmer) – they will follow.	Dealing with people who are behaving in a difficult or unhelpful manner
Listening to understand	Listen very carefully to the words used, the way they are said and body language, with the clear intention of understanding the person and what they are saying - rather than merely listening for a gap so that you can say your piece!	Understanding people's points of view, which helps us develop our thoughts and responses. Helping people to know that they are being listened to

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Asking open questions	Ask questions which do not require a “yes” or “no” answer and which do not lead the person to your point of view	Encouraging people to express what they think and feel, which helps their understanding of themselves and our understanding of them. Helping people to know that they are being listened to
Silence	Maintaining rapport without actually saying any words, even when there is a gap	Creating space for people to think. Allowing people to tell you more about what they think and feel than they would normally. Helping people to know that they are being listened to
Summarising and paraphrasing	When in discussion with someone, repeat back to them in your own words a clear and shortened version of what they have said. Check that what you have said is what they meant	Ensuring that you listen to understand. Helping people to know that they are being listened to. Checking and amending your understanding of what is being said
Creating your own trigger	Linking positive feelings and behaviour to something you say, hear, see or touch	Enabling you to reproduce the positive feelings and behaviour when it is useful for you
Reframing	Think about a situation in which you are not feeling happy or behaving in a positive way - think about what you are seeing and hearing. Play with these pictures and sounds (e.g. make threatening people look funny!). This will help you to change your feelings and behaviour when you are next in this situation	Helping you to respond well to difficult people and situations