

Annex II. Four principles of connecting communication

The 4 principles of Connecting Communication:

Observing
Expressing feelings
Expressing needs
Requesting

*Observing – without evaluating

**Requesting – not demanding someone does something we want

Active listening is the key to connecting communication, as it helps create a safe and welcoming environment, where a person can openly and honestly express himself/herself.

Active listening IS:

- Silent presence: we listen and look in the person's eyes to show our attention;
- Summarizing: in order to make sure we understand, we summarize what we think the person has said or we ask questions only when we do not understand something;
- Focusing on the essentials: we ask different questions not just for the sake of curiosity, but to clarify feelings and needs, values etc.;
- Being aware of the other person's feelings: trying to be empathic.

Active listening is NOT:

- Giving advices: e.g. you should listen to your mother;
- Interrupting with your personal story: e. g. yes, it happened to me and I...;
- Asking irrelevant questions: e.g. questioning what happened next, rather than paying attention to your interlocutor's feelings and needs;
- Showing pity: e. g. oh, poor you!

Disconnecting communication, from which the conflict may arise, is:

- ✓ Moralistic judgments and evaluations
- ✓ Comparing
- ✓ Blaming
- ✓ Not taking responsibility for own actions and feelings
- ✓ Labelling

Active listening techniques:

Type	Objective	Suggested actions	Example
Clarification	<ul style="list-style-type: none"> To help you clarify what is being said To provide additional information To help the speaker notice other viewpoints 	<ul style="list-style-type: none"> Ask questions Reformulate Summarize what has been said 	<ul style="list-style-type: none"> "When did this happen?" "What happened next?" "What does that mean?" "Did I understand correctly...?" "In what situations do you react like that?"
Paraphrase	<ul style="list-style-type: none"> To show that you listen and understand what is being said To check the meaning and interpretation you give 	Repeat the exact meaning of the idea, but in other words	"So you would like our work to continue?"
Reflection of feelings (feedback)	<ul style="list-style-type: none"> To show that you understand how the other person feels To help assess feelings 	Reflect the main feelings of the speaker	<ul style="list-style-type: none"> "You look depressed." "I feel sorry that you are experiencing this".
Summary	<ul style="list-style-type: none"> To note the achieved result To underline the important ideas and facts To create a basis for future discussion 	Formulate the main ideas and shared feelings, emphasizing common themes.	<ul style="list-style-type: none"> "It seems to me that ..." "Are the main thoughts and feelings he expressed?" "Am I missing something important? "
Recognition of value	<ul style="list-style-type: none"> To recognise the other person's merits To recognise efforts to seek dialogue 	<ul style="list-style-type: none"> Determine the value of problems and feelings. Show that you appreciate the efforts and actions of all participants. 	<p>"I appreciate your readiness to resolve this issue."</p> <p>"You made an effort for"</p>