Communication

“The biggest communication problem is we do not listen to understand. We listen to reply.” - Stephen R. Covey

Successful Communication with Mentees

- Listen. It involves more than just hearing. It requires hearing, interpreting, and responding.

- Pay attention to non-verbal communication such as eye contact, tone, facial expressions, & body language.

- Use “I” statements. Allows the speaker to take ownership of feelings without placing blame on the other person.

- Ask questions and summarize. Remember, you are listening to understand.

- Every culture, generation and profession has its own jargon. Make sure you understand that jargon.

- Talk in person whenever possible. Meaning is lost and miscommunication can occur when communicating electronically.

Michigan State University, Lisa Bottomley, December 31, 2012
Contact your Mentor Teacher Specialist with any questions you may have: http://mentor.jordandistrict.org/