

Communication Scenarios

Consider each scenario below. What are ways that the characters can use the skills learned in Video 3 to help handle the issue. You can work on this independently or with others (and consider different roles in the scenarios).

Remember a few tips we learned:

- Active listening
- Ask questions to get clarity
- Reframe or paraphrase
- Complain, but don't blame
- Use "I statements" and softer emotions
- Describe what's happening; Don't evaluate or judge
- Be clear, concise, and specific
- Inquire, don't accuse
- Express appreciation for what's good

Anna, a junior, and Kristoff, a senior, have been dating for a year. Kristoff is graduating soon and one day tells Anna he was accepted to an out-of-state college and is excited to go. Anna had no idea he had even applied.

Harsh start. *Just leave then. I was looking for a way to break up with you anyway.*

What might Anna be feeling?

How could Anna use a softer start?

What could Kristoff do to show he's listening?

Sarah and Tanya have been good friends for years. But when Tanya joins the soccer team and starts spending a lot more time with her new teammates, Sarah starts feeling left behind.

Harsh start. *You think you're so special since you joined the team. Those girls are boring.*

What might Sarah be feeling?

How could Sarah use a softer start?

What could Tanya do to show she's listening?

Alec’s brother, Joe is inviting his friends over tonight to watch movies. Alec hates it when they leave the room he shares with Joe without bothering to clean up their mess. Alec doesn’t mind them being in the room, but wants them to clean up.

Harsh start. *I hate your friends. They’re pigs! I don’t want them coming in here anymore!*

What might Alec be feeling?

How could Alec use a softer start?

What could Joe do to show he’s listening?

Paul and Lainie have been dating for a few months. Lainie really likes to go to sporting events and even though Paul would rather do outdoor activities like hiking, he goes to the events anyway. The couple has never been hiking.

Harsh start. *You never do the activities I want. It’s really selfish.*

What might Paul be feeling?

How could Paul use a softer start?

What could Lainie do to show he’s listening?
