Communication Skills and Stems

**Paraphrasing:**
So what I think I’m hearing is…
Let me know if this sounds right…
Let me make sure I understand you…

**Perception Checking:**
How frustrating…
How upsetting…
You really care about this child
His ____ is frustrating you because_____

**Clarifying Stems:**
Do you mean…
How does _______ look in your class?
Would you say more about that?
Can you tell me more about what he does know?
Tell me more about…
Give me an example of…
Let’s talk about what happens when…
Explain to me what you mean by…

**Summarizing:**
Take large chunks of information and group them together in a concise form. Focus on the instructional piece. Summarizing can occur at the beginning, middle, or end of a session.

**Asking Relevant Questions:**
Where is this behavior happening?
What is happening in the classroom when…?
Does this happen in all classes?
Tell me more about directions given in the classroom.

**Offering Information:**
Share research-based information the teacher might consider. Do not give advice. Do not say “should” or “ought” to the teacher.

**Active/attentive listening:**
Pay attention to what the teacher is telling you. Remember the importance of nonverbal cues such as eye contact, a nod, a smile, & not interrupting.