

COMMUNICATION TOOLS

- 1) Body Language
 - Slightly Leaning (toward the person)
 - Open (nothing crossed)
 - Nodding/head shaking
 - Eye contact
 - Keep in mind personal space
- 2) Validating
 - M, hmm...
 - "That had to be horrific" vs. "I understand", or "I have been there before, I was there 5 years ago... and I got through it"
 - You know what I mean? "nod" in response.
- 3) Repeating: a form of validation that helps a person hear exactly what they just said. This will help propel the conversation that seems to have hit a standstill.
 - Example:
 - Member: "I just don't know what to do; I am ready to give up."
 - Leader: "Just ready to give up..."
 - Member: "Yeah, and I don't know why, it's just that..."
- 4) Reframing: a form of validation that can also help clarify further what the other is saying by recreating a thought, or group of thoughts, your group member has just shared. It can also be used with folks who are tight-lipped through reframing poorly on purpose.
 - Example:
 - Member: "I just don't know what happened. I was doing fine for a while, and then I just blew up and started yelling."
 - Leader: "So what I hear you saying is that you were doing okay, then just lost control?"
 - Member: "Yeah! And I knew it was wrong, but I did it anyway-I didn't even think of the consequences."
 - Leader: "So you're saying that you wanted to do something wrong?"
 - Member: "No! It's more like... I wanted to do what's right, but I just couldn't... So I gave up trying..."
- 5) Reflection: a form of validation that sums up the feelings of the group member.
 - Example:
 - Member: "I've just been so busy with school, and work, and three kids, and my husband. I just really need a break..."
 - Leader: "It's pretty safe to say...you sound overwhelmed."
- 6) Pauses: a form of helping the tight-lipped to share under the discomfort of silence.
- 7) Immediate Prayer Response: Timing is important with one, but stopping at the one who just shared, and just praying right then and there for that person with their permission.