

Title

Effective Communication Strategies for Teachers/Mentors¹

Short description

Appropriate communication strategies are consciously and cautiously planned, adapted and chosen by the communicator's aims, the other person/s/ taker perceived needs and most appropriate for the certain circumstances. It has verbal or written forms and included non-verbal communication signs, which means certain rules and steps of the chosen communicational strategy's process.

Detailed description of the tool and list of handouts (list and enclosures)

Communication strategies can differ by

- The philosophy it is based on: autocratic, democratic or permissive

The most effective teacher-students communication strategies **based on democratic** source and it has got humanistic psychology approach.

We are equal sides, and both need respect as a unique individual, whose thoughts, time and values are worth attention.

- The chosen language style: formal or informal
- The emotional level it can handle
- The aim of each communication sessions
- The time we have for a process:

For example: A short conversation by the phone can be informing, supporting, active listening, and the aim can be a short, but whole process, or just an in time quick help, to keep functioning the other until we will have longer time, to have another fully acted, planned communication process.

- The roles, which the communicator may take:
 - ❖ coach - the best, if the other person usually have problem solving capacity, but at the moment there is roadblocks in her/him.
 - ❖ Mentor - if the mentee needs information and advices continuously and even a

¹ Author: Katalin Borbáth

hint of informal and friendly support.

- ❖ Therapeutic approach - if the aim is to help, and become into an emotionally balanced status
- ❖ Informer - aim is to serve with appropriate and up-to-date information.
- ❖ Business strategies - not detailed in here.
 - By used communication strategies:

Recommended ones, which have got written processes: NVC, TET, or other Coaching models

- Effective Communication Tools:

1. Strategies for effective listening:

- Stop actions and focus on the person-give your full attention to the speaker
- Look for and pay attention for non-verbal messages-notice body language
- Listen for the essence-grasp the essence of the speaker's thought: details, major ideas
- Be emphatic- imagine, how you would feel like in the same circumstances
- Ask questions to clarify your understanding

2. Strategies for accurate perception:

- Analysing/checking your own perception - is it correct?
- Work on improving your own perception - seek honest, constructive feedback for increasing your self-awareness
- Focus on others-develop your ability to focus on other people

3. Strategies for effective verbal communication:

- Focus on the issue, not the person - try not to take everything personally, use empathy, even NVC, other Coaching models and solve problems
- Be genuine, rather than manipulative - be integrated and be yourself honestly and openly use I-Messages
- Empathize, rather than remain detached - keep professional boundaries, but demonstrate sensitivity - use I-Messages

- Be flexible and open toward others' point of view - diversity bring creativity
- Value yourself and your own experiences
- Present yourself as an equal, rather than a superior
- Use affirming responses-respond in ways to prove you acknowledge others' experiences, their rights for their thoughts and their feelings

User's guide, equipment

Equipment	Quantity
Avoid List - Barriers of effective communication	
List of NVC 4 steps	
Summary on T.E.T./P.E.T. method	
The essence of the Gordon's T.E.T. Model	

Difficulty (easy, medium, advanced)

advanced

Tags

intervention on student level, effective verbal communication, helping relationship, case management

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This tool can be found on the project website: crocoos.tka.hu

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