

**Module 2: Communication and De-Escalation Scenarios** 



# Module 2 Objectives



Identify and Explain

 Several types of verbal and nonverbal communication.

Identify and Explain

 how to apply active listening and reflective thinking strategies when interacting with the public.

Apply

 various forms of effective communication to resolve TI machine and VR scenarios.

# Verbal and Non-Verbal Communication



Public

**Small Group** 

Intrapersonal

Interpersonal

Verbal Communication

**Facial Expressions** 

Gestures

Paralinguistic (tone, voice, pitch, inflection)

**Body Language** 

Proxemics (personal space)

Haptics (touch)

Eye gaze

**Appearance** 

**Artifacts** 

Non-Verbal Communication

## Active Listening



### **Key Active Listening Skills**

- Be Attentive
- Ask open-ended questions
- Ask probing questions
- Request clarification
- Paraphrase
- Be attuned to and reflect feelings
- Summarize

#### PARAPHRASE. Try to paraphrase what the student said to make sure you understand and to show that you are paying attention. Tips for ACTIVE ASK QUESTIONS. LISTENING Ask questions to encourage the student to elaborate on their thoughts and feelings. **USE POSITIVE BODY LANGUAGE.** Show that you are engaged and interested by nodding, facing the other person, and maintaining an

open and relaxed body posture.

#### LISTENING MAY BE ENOUGH.

We may be tempted to "fix" the problem, but at times, students just want us to listen

### EVALUATE THE CONVERSATION.

After you have fully taken in what the student has said, take a moment to evaluate the conversation.

#### DON'T GIVE ADVICE TOO QUICKLY.

Allow the student to finish speaking before attempting to give advice. You want to make sure that you fully understand them first.

#### SHOW EMPATHY.

If the student voices negative feelings, try to validate them. Consider why they feel this way and put yourself in their shoes. Your goal is to understand your student's perspectives. Try not to interrupt with your own opinions while the student is speaking.

AVOID JUDGMENT.

# Reflective Thinking





## Scenario-Based Training



### **VR Simulator**



## **TI Machine**





