



Handout for communication skills session
Training Day for Rural Chaplaincy – 29th April 2023
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Keys to communication

- Listening
- Affirmation
- Validation
- Information
- Reassurance

First of all, listen. We have two ears and one mouth for a reason



“Listening is spiritual hospitality.”

Studies have shown the effectiveness of how we communicate.

Words are 7% effective

Tone is 38% effective (tone is how we say things (eg: too loud, quickly, impatiently, lacking sincerity, disrespectfully)

Body language or non verbal communication is 55% effective

Communication is a verbal and a non –verbal language

Non verbal communication

- Eye contact
- Open and friendly demeanor
- Posture (maintaining open body position towards the person)

Add in the verbal skills which include:

- Acknowledgement – mmmh, uuh, yes
- Encouragement – more active than acknowledgement
- Paraphrasing – feeding back what the person has said in a slightly different way to help clarify what was said
- Open questions
- Clarification – questions to ensure the person’s meaning is understood. Enables more detailed information to emerge
- Picking up cues – people sometimes drop hints or cues of problems
- Silence – allows both parties to think and assimilate what has been said
- Empathy – statements that demonstrate understanding of the person’s point of view, encourages them to go into more depth
- Validation – acknowledges and validates a person’s thoughts/feelings/experiences
- Information giving – **this is not giving advice!!**
- Reassurance – used if needed, not always needed.

“Being heard as an adult is like being held as a child.”

