Soft Skill Training Overview

Rapport Building
  • Empathy

Intentional Conversations
  • Active Listening
  • Open Ended Questioning
  • Constructive Questioning
  • Guiding and Reflecting

Scenarios/Questions/Skill Application

or

Video: 10 Ways to Have a Better Conversation
Rapport Building
Rapport

a friendly, harmonious relationship especially: a relationship characterized by agreement, mutual understanding, or empathy that makes communication possible or easy.
Key Points for Rapport Building

1. Check your appearance.
2. Remember the basics of good communication.
3. Find common ground.
4. Create shared experiences.
5. Be empathic.
6. Mirror and match mannerisms and speech appropriately.
Empathy

“the ability to understand and share the feelings of another”
Empathy versus Sympathy
Empathy Continued...

- Quiet place to talk.
- Silence is your friend – just listen.
- Not a time to be focused on problem-solving.
The Intentional Conversation
Intentional Conversation

Conversations that are focused on another person’s growth and development.

- Active Listening
- Open Ended Questions
- Constructive Questions
- Guiding & Reflecting
Active listening is being non-judgmental, with the emphasis on listening and not solving the issue or problem.

It is being attentive and respectful to the person talking. It involves listening closely, paraphrasing back to the speaker what you hear, clarifying what you think you hear, etc.

Active Listening is not planning your response to what the person is saying. It is not day dreaming while they are talking. It is not giving advice.

*It is not talking about yourself.
Closed Ended Questions
(Yes and No Answers)

• Are you feeling better today?
• May I use the bathroom?
• Will you please do me a favor?
• Have you already completed your homework?
• Is that your final answer?
• Were you planning on becoming a scientist?

Open Ended Questions
(Begin with “How” and “What”)

• What is your academic/school experience like?
• What interests you about this mentorship program?
• How will I know that I’m mentoring you effectively?
• What do you plan to do with this knowledge?
Constructive Questioning

Data Collection & Goal-Setting

• What would you like to achieve during our time together?
• How has your mentoring experience been thus far?
• What do you think that I could help you with?
• How will I know that we are moving towards your goals?
Guiding and Reflecting

Solution Talk
• What’s right, solutions and goals dominate the conversation
• Focusing on goals, exceptions, coping, and strengths

Problem Talk
• What’s wrong, problems and complaints dominate the conversation
• Focus is on finding past cause or someone to blame for the present difficulties
Tips for Effective Communication

1. Be aware of yourself
2. Express curiosity
3. Listen Actively
   - Avoid distractions
   - Stop all other activities
   - Listen attentively
   - Ask for clarification
   - Find feelings behind words
Scenarios/Skill Application

**Activity on Active Listening,
Open Ended Questions, Reflecting
10 Ways to Have a Better Conversation
Final Questions or Reflections?