**Outline for Volunteer Training October 20, 2022**

*Fine Tuning Our Communication Skills*

*Part 1 – Fine Tuning Self Awareness and Compassion for Better Connections*

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**INTRODUCTION:**

Effective Communication is a key to both effective rapport and relationship building. Raising our self awareness is the first step in healthy communication.

**SELF AWARENESS:**

1. What is our position/status/level of familiarity relative to the person in front of us?
2. Do we have clarity of why we are meeting with this person and are we informed of how to set the tone for a more comfortable environment/conversation? If not, what tools/information do we need to ensure that happens?
3. Check in on your own well-being. Use the HALT model- Are you Hungry, Angry, Lonely or Tired? What can you do to replenish you?
4. Increasing self awareness by:
5. asking others how we appear to them
6. checking in with ourselves
7. practicing Mindfulness – allows space to notice how we are doing and self regulate strong emotions.

**EXERCISE IN PAIRS:**

Ask a person you are paired with the following questions. The exercise requires a person to nonjudgmentally ask their partner each question and the partner will answer with one-word answers using a stream of consciousness approach for one minute. The person will write down what the partner said and later share with the partner. This will happen with all three questions and then switch to the second partner talking.

The questions are:

1. Who are you?
2. What do you want?
3. What is stopping you?

What have you discovered about you?

**SELF COMPASSION AND COMPASSION FOR OTHERS:**

Being kind and empathetic to yourself is a learned skill-you can cultivate it with practice.

Steps:

1. Self awareness (I am stressed, in pain, comfortable, etc.)
2. Mindful Self Compassion helps us recognize that what we feel is common human experience (I am not alone, this happens to others)
3. Self kindness (say what you would say lovingly to a dear friend to yourself)

Do it out loud-more powerful (using more senses),

**BUILDING TRUST IN RELATIONSHIPS**

Ingredients of trust?

1. safety
2. listening without judgement
3. showing up with curiosity
4. staying engaged
5. checking back with the person
6. making sure there is a give and take and not one sided only
7. defining expectations
8. following through
9. being respectful
10. not presumptuous
11. when in doubt ask questions to follow up

Can be a slow process over time - depends on the people, may need time