



Communication Skills — Answer Key

Name: _____

Date: _____

With your partner, take turns giving examples of how to say or respond to the given phrase in the way indicated.

You need to get a student in your group project to do her share of the work. Tell her that she needs to get her section of the report done by tomorrow.

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| Passive statement: | Would you mind working on your section of the report for tomorrow? |
| Aggressive statement: | You better have your section of the report done by tomorrow. |
| Assertive statement: | You really need to get your section of the report done by tomorrow. We have a due date and our grade will be affected if it's not in on time. Please don't let the group down. |

For each of the following statements, use the communication skills shown to rephrase the statement.

You need to be home right after school. I don't want you going to the mall after school. I've heard that kids have been hanging out there and doing drugs and fighting. I'm concerned about your safety and that you might get into a situation where you can get into trouble.

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| ✧ Parroting: | So you'd like me to be home after school because you've heard that kids are going to the mall after school and getting into trouble. |
| ✧ Paraphrasing: | So, you know that my friends and I like to go to the mall after school sometimes, and you've heard about kids doing drugs and fighting there so you'd like me to stop going there after school. Is that right? |
| ✧ Reflecting feelings /Validating: | I understand how you feel concerned about my safety and that I could get into trouble just by being around there after school, given what goes on there. |
| ✧ Empathizing: | I imagine you feel worried when I'm at the mall after school. |

I'm not sure it's a good idea to have sex at my age or before marriage. Even though I really like John, I don't feel OK when we have sex. I just try to pretend it will be over quickly. Sometimes I just pretend I'm not even having sex.

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| ✧ Parroting: | So, you don't feel OK when you have sex. |
| ✧ Paraphrasing: | Sometimes you can't even admit to yourself that you're having sex. |
| ✧ Reflecting feelings /Validating: | I understand that you're feeling uncomfortable about having sex with John because you really aren't sure it's right. |
| ✧ Empathizing: | I can see how you must be worried about having sex with John |

I don't know about my mother. One minute she's so nice and helps me and the next minute she is screaming at me for something.

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| ✧ Parroting: | So, your mother is nice one minute and screams at you the next. |
| ✧ Paraphrasing: | She's inconsistent, so you don't know what to do. Is that right? |
| ✧ Reflecting feelings /Validating: | I can understand how you feel confused because your mother is changing all the time. |
| ✧ Empathizing: | I imagine you must feel frustrated with not know how to behave or what she'll do next. |