



Turning Potential Into Performance

Positive Communication Approaches	Negative Communication Approaches
Asking open-ended questions	Blaming and attacking
Asking for more information and problem solving together	Being distracted or using other body language that is non-attentive
Making eye contact, leaning toward the other person, giving full attention	Dismissing or making light of someone's problem
Showing empathy, validating the other person's feelings, e.g., use feeling words to display empathy such as, "This must be hard for you;" "Sounds like you are puzzled about what's going on;" "This must be frightening/confusing for you;" "It's difficult to talk about this kind of stuff;" or "I sense that you are stressed about something today."	Using inappropriate feeling phrases such as, "you shouldn't think that;" "you are bizarre, dude;" "come on, it's not THAT bad;" "I didn't see it, so it's hard for me to believe it;" or "just buck up and you'll be fine."
Staying silent until the person is finished speaking	Interrupting
Withholding judgment	Lecturing/moralizing
Using "Yes...and" statements	Using "Yes...but" statements
Normalizing—appropriately highlight personal experience, with focus remaining on mentee. Negative: monopolize conversation with personal experience, e.g., "What you're experiencing is not uncommon;" "You are not alone in your experience;" "I had a very similar experience;" or "One of my friends/spouse had the same thoughts as yours."	Monopolizing conversation with personal experience