

Video Presentation and Note-Taking Guide

(This section is 2 pages)

Complete the following statements with keywords as you view the video. The keywords will be underlined in the video.

THE IMPORTANCE OF A TWO-WAY DIALOG

1. _____ %
2. _____ %
3. _____ %
4. _____ %

It is the _____ responsibility to confirm _____ from the receiver.

GIVE CRYSTAL-CLEAR INSTRUCTIONS

The five-step method to giving directions so that others will understand and act

1. _____, don't command
2. Stress _____, not what to avoid
3. Say _____ it's important
4. Leave _____ of action
5. Remember - it's a _____

(The note-taking guide is continued on the next page.)

CONFIRM UNDERSTANDING

Confirm understanding to ensure that the message _____ is the same as the message _____.

The easiest way to confirm understanding is the _____ way.

“John, do me a favor. Sometimes, I don’t communicate as well as I should. Can you play back to me what you heard me say in terms of what I’m expecting you to do?”