**Module 7 Being Understood & the Teach-back Method**

1. Did they understand you?

• Think about your past experiences talking to someone and feeling that they didn’t really

 hear or understand?

 • What about when you’re communicating several concepts or sharing a lot of information?

• In focusing on assessing if you’ve been a successful communicator, review the power point

 for a summary of ways to determine your communication success.

**2.** The Teach-back Method is used in a variety of settings. You have reviewed slides including how the Teach-back method could be used by Mentors when interacting with Apprentices. Give this method a try at work.

Ex. Mentor will tell the Apprentice about a process or task that must be demonstrated. After describing the task or process, using the Teach-back method, check to see if the Apprentice understands. Continue the process until you are sure the Apprentice understands.

• Debrief:

• How did it go?

• Was it difficult?

• How did you feel about using the method?

• In your role as a Mentor, when do you think you could use this?

**Reflective Listening**

**Reflective Listening as a Communication Technique**

When you are listening reflectively, you are able to repeat back the other person’s

main points by repeating, rephrasing, or reflecting feelings and meanings.

**Comparing the Teach-back Method and Reflective Listening**

The Teach-back method is used to make sure you have been understood. Reflective

listening is used to make sure you understand what the other person is saying.

**Feedback**

Things to remember about providing formal feedback:

 • Try not to use the word “but”, it often sounds negative –

 i.e. “I notice how your emails are courteous and professional, but the way you dress is sloppy and

unprofessional. You need to work on that.”

Instead, you can use the word “and” or just start another sentence.

 i.e., “I am so happy to see how you have been working on the way you present yourself professionally. I’ve noticed that you’ve been dressing in a shirt and tie the last couple of weeks. An area I think we need to continue to work on is presenting yourself professionally when communicating, I’ve noticed that some of your e-mails contain slang words and abbreviations.”