# Effective communication checklist

Active listening

* Effective communication is very much a two-way process and that’s why active listening is so important
* Active listening will require you to pay close attention to what the other person is saying
* Being able to effectively communicate means you are a good listener

## Non-verbal communication

* Pay attention to forms of non-verbal communication including body language, eye contact and tone of voice. For example, if your supervisee is not looking you in the eye, they may be hiding something or feeling uncomfortable about sharing information with you. Or could they be feeling nervous or shy. If so, think about how you can help put them at ease
* Be relaxed with a friendly tone of voice. This will help you be approachable and encourage your supervisees to talk openly to you
* Look your supervisee in the eye when talking to them. This will help reinforce that you are focused on your conversation (but be mindful of cultural differences and think about whether this is appropriate for the people you supervise)
* Think about the layout of the room, avoid barriers such as a desk in between you and your supervisee, and sit at the same level as them.

## Clarity

* Try to speak as clearly as possible and avoid waffling. If you skirt around specific areas without clearly conveying your message, then your supervisee will not be sure what you’re trying to say

## Friendliness

* A professional, yet friendly and personal approach to communicating with your supervisee with help create a safe space where you can communicate honestly and openly together. For example, you could begin the session by asking questions, such as “How are you?” “Did you have a nice weekend?” and so on

## Empathy

* Being an empathetic supervisor will help you understand your supervisee’s viewpoint, even when you may not agree
* Actively listening to what your supervisee is telling you, then showing empathy towards how they are feeling will be easier

## Open-mindedness

* Being empathetic and actively listening to your supervisee will help you be open-minded and flexible during supervision sessions and more receptive to hearing different points of view that you may not always agree with