



Attending Skills

Helping Behaviors and Mentoring Skills

from "Clinical Educator Training" Florida Department of Education

Behaviors That Create a Trusting Atmosphere (Burke, 1974)

Attending: Listening actively by maintaining eye contact, clarifying understanding, exploring in an open-ended manner, addressing feelings.

Responding: Conveying genuine interest, expressing open acceptance in a non-judgmental manner.

Facilitating: Expressing honest feedback and offering encouragement.

Interpersonal Communication Skills That Increase the Effectiveness of Conferences

Clarification: Statements or questions used to gain further information about how the developing teacher is thinking.

Perception Checking: Statement or questions used to gain further information about the developing teacher is responding emotionally.

Empathy: Statements that identify with and express understanding of the feelings, situation or motives of the developing teacher.

Concrete Examples: Statements that refer to specific events, behaviors or provide specific instances of observed behaviors.

Effective counselors use all of these ways of listening to clients. In active listening, the speaker feels understood and encouraged to communicate more honestly. To facilitate communication between a mentor and a developing teacher, the same techniques may be used. Active listening is a method, which may be applied to any helping situation.