

# COMMUNICATION STYLES

## THE THREE QUALITIES OF GOOD QUESTIONS

- Open-Ended and Honest
- Comes from Deep Attentiveness
- Designed to help the peer get in touch with their Inner Truth



## THREE THINGS THAT PEER SPECIALIST ARE LISTENING FOR...

1. Goals
2. Barriers
3. Self-Esteem



## OARS + MODEL

O=Open-Ended Questions

A=Affirmations

R=Reflective Listening

S=Summarizing

R=Roll with Ambivalence

D=Development