



Social, pedagogical and psychological sector

Bingo

Improve your communication skills

Listen without interrupting for 2 minutes	Tell a story to a friend	Give a friend feedback on any issue	Ask "How do you feel?"
Express your gratitude for the feedback	Don't compare yourself to others	Do not use the word "but" in the answer	Pause your speech for 5 seconds
Use a pause before responding	Notice and name the emotion of the interlocutor	Use the "I-statement" in an argument	Offer a solution instead of criticism
Ask a clarifying question	Do not be distracted by the phone at the moment of communication	Apologize if you were wrong	Ask an "open" question
Ask "How can I help?"	Name 5 qualities that help in communication	To say "no" to an inconvenient request	Compliment a friend