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## Skills Recognition Exercise

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Read the statements below and decide which category or categories of skill/behaviour best fits. Then put a checkmark next to your selection(s).

1. **I can see that you're very frustrated by the way that you have been treated.**

Clarifying	
Actioning	
Reviewing	
Listening and responding	

2. **Let me check that I understand... are you saying that the whole deal could fall through?**

Actioning	
Clarifying	
Reviewing	
Exploring	

3. **Now that we have a shared view of the issue can I suggest that we move on to exploring possible solutions? Are you happy to do that?**

Reviewing	
Clarifying	
Actioning	
Exploring	

4. **And if we do what you suggest, what else could we include in the section?**

Actioning	
Clarifying	
Exploring	
Reviewing	

5. **You haven't said anything, John. What are your thoughts on this matter?**

Clarifying	
Actioning	
Exploring	
Listening and responding	

6. **I'm confused and not sure what the purpose is of our meeting. Can some one help me?**

Listening and responding	
Actioning	
Clarifying	
Reviewing	

7. **What do you think we can do about it?**

Exploring	
Actioning	
Listening & Responding	
Clarifying	

8. **We have agreed that the first meeting of the project team will be at 9 a.m. on the 27th. I will chair the first meeting, and each department will decide on one representative.**

Reviewing	
Clarifying	
Exploring	
Actioning	

9. What could happen if the order system failed?

Exploring	
Reviewing	
Clarifying	
Actioning	

10. What impact could it have on your relationship if you approached Sam in that way?

Listening and responding	
Clarifying	
Actioning	
Reviewing	

11. Well, that wouldn't be in line with our policy, so I don't think that I can go along with it.

Listening and responding	
Clarifying	
Reviewing	
Actioning	

12. What is the current state of unemployment in your area?

Clarifying	
Exploring	
Actioning	
Reviewing	

## Answers: Skills Recognizing Exercise

1. **Listening and responding - *Recognizing*** This statement clearly recognizes the feelings and facts of an individual's "emotions".
2. **Clarifying – *Checking understanding*** "Let me check that I understand" indicates the skill/behaviour about to be used. "Are you saying that...." checks to ensure that what has been said is understood.
3. **Clarifying – *Making a procedural suggestion*** This statement provides a reason, suggestion and seeks agreement on how a meeting could continue.
4. **Exploring – *Developing a proposal*** This questions is aimed at developing an initial proposal.
5. **Clarifying – *Encouraging participation*** This statement asks a particular person, who has not been taking part in the discussion, to give his opinion. It is designed to encourage participation
6. **Listening and responding – *Revealing*** This statement indicates how the person is feeling and does not blame anyone for the lack of purpose.
7. **Exploring – *Inviting proposals*** This statement asks others to contribute their ideas.
8. **Reviewing - *Summarising*** This statement summarizes the key points of agreement.
9. **Clarifying – *Asking appropriate questions*** This statement asks for clarity on a situation.
10. **Actioning – *Evaluating options*** This statement encourages the other person to reflect on the possible consequences of a proposed solution / action.
11. **Listening & Responding – *Disagreeing*** This statement states the reason for the disagreement first.
12. **Clarifying – *Asking appropriate questions*** This is an open question to establish clarification