



Appropriate Conversation Skills Worksheet

Effective conversation skills are not just about using the right words but also choosing the appropriate tone and being mindful of our body language. Following are some of the dos and don'ts of conversations

Do's of Conversations 	Don'ts of Conversations 
<ol style="list-style-type: none">1. Maintain an appropriate level of eye contact with the person both when you are delivering your point and when listening to theirs.2. Use occasional nods and verbal cues such as 'hmm', 'yes', 'ahh' etc to show you are interested in the conversation3. Do not let your emotions dictate the conversation. When you are angry or frustrated take a few breaths before continuing the conversation4. Always maintain a steady tone of voice. It can be firm or gentle depending on the situation.5. Keenly observe the verbal and non-verbal cues shown by the other person and you respond and adjust your conversation accordingly	<ol style="list-style-type: none">1. Conveying you are not interested in the conversation with your body cues and audible sighs.2. Eyes are set somewhere else or appear glazed.3. You appear distracted. For example you are on your phone or constantly checking your watch or fidgeting4. Instead of clarifying something you don't understand you assume what the other person means and react accordingly.5. You are either shouting your words or murmuring them6. You are listening to react and interrupting the other person instead of waiting to respond.7. You are not reading the situation and only concerned about getting your point across

- ❖ **Write about your opinion on appropriate conversation skills based on what you like or don't like when interacting with others.**

Reference

[Greavestone, D. \(2019\) *Effective Communication Skills*. Independently Published](#)

You can download more Mental Health worksheets [here](#).

Please note: There may be a more up-to-date and editable version of this worksheet available [here](#) which may be more suitable to present to clients if you are a therapist or to use in a classroom as a teacher or guidance counsellor.

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