

# HookED DESCRIBE<sup>++</sup> Map

## INTERPERSONAL SKILLS

### Communicating effectively:

speaking clearly  
 listening actively  
 being vocally interesting  
 being clear about my purpose  
 using body language  
 e.g. facial expressions,  
 establishing eye contact  
 pausing to create interest  
 choosing the right time  
 choosing the right place  
 avoiding distractions (cell phone)  
 avoiding whining or pleading  
 thanking the group etc

### Giving & receiving feedback & feedforward

identify the learning goal  
 identify the learner's strengths  
 advise on how to develop them  
 be clear & constructive about weaknesses and how they might be addressed (where to next steps)  
 provide opportunities for improvement etc

### Supporting/encouraging others

### Solving problems

### Resolving conflict

### Co-operating with others

### Accepting diversity

### Including others

