



- In an effort to make sure that you understand the other person, repeat back to him/her, in your own words, what you think s/he is saying. Ask if you are correct. If not, listen again.
- Summarize, clarify, and acknowledge what the other person says or feels.
- Focus on the future, not the past (i.e. don't make statements like when instructors haven't done what I've asked, I always end up failing because of them).
- Let the instructor get to know you as a student by describing some of the study habits you use. This also communicates that you are taking responsibility for your own learning and not expecting the instructor to do everything for you.
- Look for creative solutions. Telling an instructor what has worked in the past for you should not imply that you expect the instructor to act the same way. Rather, this information should be used as a springboard or starting place to figure what to do to meet your needs now.
- If you and the instructor can't agree or work out a classroom environment that is helpful to you, take a break and come back at a later time.
- Once you and the instructor have worked together, remember to treat him/her with respect and allow him/her to do his/her job.
- If you have further concerns, questions or need further assistance, set up another meeting. Try not to fall into the trap of familiarity and think that because you have had one meeting that you do not need to have another.
- If you have followed the suggestions for effective communication and you are not able to work with your instructor, it may be necessary to speak with the instructor's supervisor or with a counselor.

#### Step 5

#### FOLLOW UP WITH THE INSTRUCTOR THROUGHOUT THE ENTIRE SEMESTER

- Give the instructor on-going feedback. Tell him/her when things work well, and work together to find solutions when there are problems.
- Remember that your instructor has many students, and s/he must balance the needs of all students in the classroom.
- Learning is a continually changing process; don't be afraid to try new strategies and to ask appropriate questions in class. Try to be flexible and cooperative.

(Based on "Successful Conflict Resolution with a School" by Edward Achziger, Jr)