**[90-day assignment] – COM 700-3Three Verbatim**

1. Write two verbatim to illustrate your personal responses to another person’s

inappropriate communication. These can be less than one page, but should be sufficient

to convey the context, the inappropriate behaviour, response and the outcome.

2. Write a verbatim to illustrate use of the communication skill learned or improved as a

result of the course that you expect to be most valuable in your life context. Briefly

describe how and why you expect this to be useful. This can be done in two pages if

written carefully.

**Verbatim #1**

Liz and Nicolette are best friends, however, becoming older and having common sense Liz realized that Nicolette never really used to listen to her problems.

\*phone rings\*

Liz: Hey, Nicolette what’s up?

Nicolette: Hey girl, if you only know what happened to me the other day?

Liz: What?

Nicolette: Well girl what had happened was…. \*begins to babble about what happened\*

Liz: I really care about you and know that you are going through a hard time right now. I definitely want to be there for you, I’m just noticing there isn’t much space for me to share about my own life or what’s happening for me emotionally.

Nicolette: Oh I apologize for always talking about me but you never share about yourself. The thing is I always have to ask you what's up with your life.

Liz: Yes, but maybe it’s because everytime I begin to say what’s up with my life, you interrupt me with something about yourself. So as I said before I care about you but I need to care for myself right now.

Nicolette: Okay I understand and I apologize for not listening to your issues and I will try my best to stop oversharing when I should just be there for you.

**Verbatim #2**

Jacky: Hey Riley, I just started my new job and I would appreciate it if I could borrow $500 for transportation and food until I get paid.

Riley: Hey girl, that’s no problem. I can meet you up tomorrow to give you.

(We met up, I gave her the funds)

\*3 months later\*

Jacky: Heyy, is it possible to borrow some cash until the morning.

Riley: I’m sorry that would not be possible because I have not received the last money I lent you.

Jacky: Oh sorry,

**Verbatim #3**

Adanna: Hey girlssssss, I had something that I needed to talk to you about.

Shanice: Sure no problem what’s up?

Rick: Yeah what’s up?

Adanna: Well what had happened was that I needed some advice on a particular subject.

\*she goes on to explain the issue\*

Adanna: It hurts me everytime I complete the work assigned to me and the supervisor never gives the credit to me in the meetings with the Permanent Secretary.

Rick: So what you’re saying is because you put in all that work you believe you deserve a little praise and she never does that.

Adanna: Yes, exactly and I mean I know that I should never look for credit but as a supervisor you should know it can encourage your employees so I do not know if to talk to her about it or not.

\*Shanice goes on her phone because it pinged and replied to the message\*

Rick: Yeah I totally understand and I think you should talk to her about it because sometimes they just are not aware that they are doing that.

Rick: Shanice I know the message might be urgent but Adanna is trying to come to us for some advice, please try to not get distracted.

Shanice: Oh sorry I didn't realize that it was a distraction and I apologize if it seems as though I do not care about what you’re saying Adanna.

Adanna: Yeah okay, so what are your thoughts on it?

Shanice: Well based on what I heard, I agree with Rick, you should confront her about the situation.

Based on this conversation, the communication skill that I have learnt from this course and putting into practice was actively listening. Active listening means paying attention to who is talking through means such as paraphrasing, asking questions for clarification and even nonverbal communication. Preparing to respond to what someone is saying makes you not really hear what the person is trying to say. When you really just focus on what the person needs to say straight till the end, you realize that you did not actually have to get angry from what was said prior. Practicing active listening builds respect with the person you are speaking with and increases understanding.