

DIALOGUES

When a breakdown in communication occurs, the speaker 1) tries to determine right away what caused the problem, 2) attempts to solve it, 3) checks to make sure communication is repaired.

Dialog 1

Student: I'm sorry. I don't understand.

Teacher: Oh, I'm sorry. Do you mean because of my pronunciation or the material?

Student: Oh, I understand you. I just mean that last part.

Teacher: Where did I lose you? How much of this is clear?

Student: Well, I was with you up to that third part but I don't see how that results in the next statement.

Teacher: Oh, Okay. Well, let's look at that last step again. Okay in the third statement we know that (1, 2 and 3) are true. Now this leads to this and by doing this it results in this answer.... Is that clear?

Dialog 2

Student: I'm sorry I don't get it.

Teacher: You mean that last part?

Student: I'm not really sure I understand any of it.

Teacher: How about the rest of you? Is this clear?

(Some nodding, shaking of heads, shrugging of shoulders)

Okay. We'll go over it again briefly. Remember the basic principle we're looking at here is (rule, principle, formula, theory). Specifically we're talking about how this relates to (specific focus). Let's take a simpler example and see how this works. Let's see... Ahhh! Okay. --Oh, very important. Please stop me when you don't understand something. We want to make sure you get it this time. -- Okay, let's take..... Did everyone get that?

Dialog 3

Student: I'm sorry. I don't understand.

Teacher: You mean what I said or what?

Student: I just didn't understand everything you said.

Teacher: Oh, I said that ...(embedded statement)... Does that answer your question?

Dialog 4

Student A: Excuse me. You've lost me.

Teacher: What do you mean? You're lost?

Student A: Yeah, this is over my head.

Teacher: I'm sorry. I don't quite understand you. Can someone explain what John means?

Student B: John just means that he doesn't understand this.

Teacher: Oh, I see. Thanks. Well, let's go over this again.