

WORK CARD No. 9: Summarize

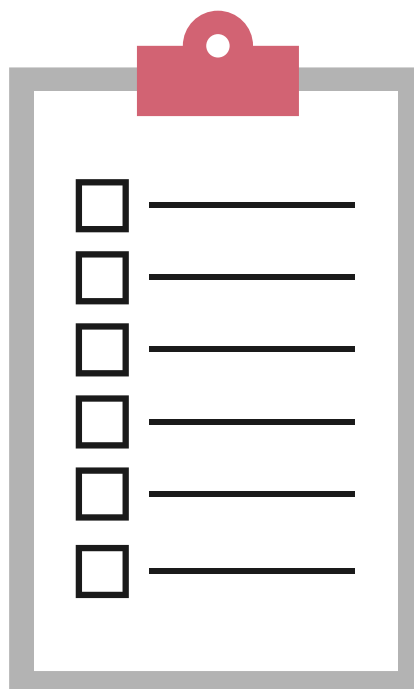
Since much of verbal communication between people is misunderstood, summarizing is a valuable tool to make sure you understood what someone said. A debriefing is simply a presentation of the main ideas you heard from the participant.

Example:

"You understand the basics of creditworthiness; However, you need more information about how to calculate the valuation of collateral. Did I understand correctly?"

Instructions:

1. Summarize and write down what you can say to the participant for each of the following scenarios.
2. Share your answers with your partner, and then your partner gives feedback.



A clipboard icon with a red clip at the top. The clipboard contains a checklist with six empty square boxes, each followed by a horizontal line for writing.

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Scenario 1

Participant: "I think the most valuable information we will learn will be how to communicate with people and encourage them to participate in the class. We will learn not to talk too much and dominate the conversation, because the participants will get bored with it."

Answer:

2

Scenario 2

Participant: "In our bank, people don't care how fast they work. They are only interested in whether we will carry out the transaction correctly. In this class, we need to learn how to do the right trades, but I don't think we've covered it yet."

Answer:

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Scenario 3

Participant: "The most important employee in the bank are credit advisors. They are the ones who generate revenue."

Answer:
