COMMUNICATION SKILLS STUDY SHEET

* REVIEW SELF-ESTEEM:
-DEFINITION, WAYS TO RAISE OR KEEP SELF-ESTEEM HIGH
-HOMEWORK: STORIES/REACTIONS TO COMMENTS INTENDED TO RAISE SELF-ESTEEM
* HOW MANY TYPES OF COMMUNICATION EXIST WITHOUT TALKING?

1. Why is good communication important?

 A. To prevent misunderstandings

 B. Expresses yourself – Let others know how you feel

 C. Builds healthy relationships – Family, friends, and work – treat others as you want to be
 treated

2. Communication “styles”

 PASSIVE -

AGGRESSIVE –

ASSERTIVE –

3. Speaking skills to help you communicate better

 A. You and \_\_\_I\_\_ messages – ‘I messages’ help send an assertive message and show
 responsibility for feelings and message, ‘you messages’ can put blame on someone and be
 misunderstood

 B. Empathy (definition) – The ability to understand and share the feelings of another

The Communication Equation -
40% of message: What you hear (tone of voice, vocal clarity, verbal expressiveness)
50% of message: What you see or feel (facial expression, dress, posture, eye contact, touch, gesture)
10% of message: Words…
\*\*Non-verbal communication is extremely important! Nonverbal communication is “body language.”

Effective Communication Skills:
-Some questions -Checking for understanding
-Eye contact & visible mouth -Encouragement to continue
-Body language -Summarizing what has been said
-Silence -Smiling face

Barriers to effective communication:
-Time -Language
-Other people -Noise
-Too many questions -Distance
-Distractions -Put downs
-Lack of interest -Disability
-Comfort of topic

Listening Skills:
-Active listening
-Responding
-Paraphrasing
-Asking questions for clarification
-Mirroring the other person’s language