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