

Communication

Word Bank		
"I" Statements	Attentive Listening	Ineffective
Assertiveness	Effective	Eye Contact
Defensive	Inappropriate Displays of Emotion	Mixed Messages
Attacks	Tone	Body Language
Feedback		

Different Forms of Communication

Assertive: Staying **calm, cool, confident and collected** while your needs and wishes are clearly stated with respect for yourself and the other person/s involved.

Aggressive: Expressing feelings and opinions in a way that violates others (verbally or physically). Attacks, Defensiveness

Passive Aggressive: Is passive on the surface, but is really acting out anger in a subtle, indirect way. Saying something (negative), without saying it.

Passive: Avoiding expressing feelings, protecting their rights and identifying meeting their needs.

Avoidance: Avoiding the situation/confrontation at all costs.

Ineffective Communication:

can lead to conflicts among family and friends. Some examples of ineffective communication include:

1. **Mixed Messages** : Saying one thing while your body language or way of talking communicates something else.

Examples:

2. **Inappropriate Displays of Emotion:** When your emotions get in the way of what you are trying to say.

Examples:

3. **Attacks:** Accusing the other person or making the other person become defensive instead of helping him or her truly listen to what you are trying to say.

Examples:

Effective Communication:

communication of thought, feelings and emotions involves several different communication skills. To communicate effectively use:

1. **Assertiveness:** Being able to communicate needs and feelings honestly and directly without intending to hurt others. This does not mean being loud and aggressive.

2. **"I Messages":** Saying what you want or feel without accusing or blaming the other person.

Examples:

3. **Tone** : How a person's voice communicates emotion.

4. **Body language:** what a person says using facial expressions and body movements instead of words. Your facial expressions and gestures communicate more than you may think!

5. **Eye Contact:** consistent **Eye Contact** is important when talking and when listening.

6. **Attentive Listening:** actively paying attention to a person when speaking. This involves using body language and eye contact to let the person know you care about what he or she is saying.

7. **Feedback:** messages that a listener gives to a person who is speaking. A simple nod or saying "I don't understand" are good examples of doing this.

and remember...Never be **Defensive!!!** Even if you feel attacked, say **calm, cool, confident and be positive!!!**