

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: _____

Aggressive: _____

Passive Aggressive: _____

Passive: _____

Avoidance: _____

Communication:

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

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

Examples:

2. _____ : When your emotions get in the way of what you are trying to say.

Examples:

3. _____: 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:

_____ **Communication:**

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

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

2. _____: Saying what you want or feel without accusing or blaming the other person.

Examples:

3. _____: How a person's voice communicates emotion.

4. _____: 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. _____: consistent _____ is important when talking and when listening.

6. _____: 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. _____: 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 _____!!! Even if you feel attacked, say **calm, cool, confident** and be positive!!!