




CONCEPT: COMMUNICATION

Communication Skills

- ◆ Communication is the key to forming and maintaining healthy relationships.
 - It is driven by a desire to _____ and willingness to _____.
- ◆ Communication has __ components: ① Self-Disclosure, ② Listening & Feedback, ③ Nonverbal Communication.

① Self-Disclosure

- ◆ Sharing personal information, emotions, and past experiences to help one understand you.
- ◆ Self-disclosure is a _____-way street:
 - _____ personal information to encourage the other person to self-disclose.

Factors Affecting Self-Disclosure		
		
▸ () Nurturing close relationships.	▸ () Fearing rejection.	▸ () Previous violations of confidentiality.

EXAMPLE

Which of the following is an example of self-disclosure?

- a) John sharing that the reason teachers at school didn't like him was that he used to ask a lot of questions that teachers weren't able to answer.
- b) Ellie told her boyfriend that her parents were separated because of her father's alcohol addiction.
- c) Rita announced to her friends that her father gifted her a car on her birthday.
- d) Jason told Eric that he won a bet last month and used the money to buy a new phone.
- e) Tessa told Emma that the bus driver she encountered this morning was very rude to her.

CONCEPT: COMMUNICATION

2 Listening & Feedback

- ◆ Listening is a _____ part of communication.
- ◆ Good listening _____ relationships and allows effective interpretation of what the other person says.
 - We listen to a conversation when it is _____ (by Choice, Attention-seeking, Relevant).

Feedback

Response or reaction given by the receiver to the sender of a message indicating that the communication was received.

Modes of Listening

	<ul style="list-style-type: none">▸ Active Listening- Listening and providing positive _____.
	<ul style="list-style-type: none">▸ Selective Listening- Listening to the _____ that support our existing beliefs.
	<ul style="list-style-type: none">▸ Passive Listening- Listening but _____ providing feedback.

- ◆ How to improve listening:
 - Avoid _____.
 - Ask for clarification.
 - Be _____ in the moment.
 - Avoid interrupting the other.

CONCEPT: COMMUNICATION

EXAMPLE

Erica was talking to her brother about how heartbroken she was after breaking up with her boyfriend. Her brother told her that even though breakups are painful, they might not be a bad thing if the relationship is affecting a person's well-being. Erica's brother was:

- | | |
|--------------------------------|--------------------------|
| a) Listening passively | c) Listening actively |
| b) Listening confrontationally | d) Listening selectively |

3 Nonverbal Communication

- ◆ The _____ or unwritten message sent or received during a communication.
 - Recognizing and using appropriate nonverbal cues promotes effective communication.

- ◆ Nonverbal communication can be _____ or unintentional and includes:





Facial expressions



Gestures & body language



Interpersonal space

- ◆ **NOTE:** People are likely to believe _____ cues when verbal and nonverbal communications don't match.

CONCEPT: COMMUNICATION

EXAMPLE

Which of the following is not an example of nonverbal communication?

- a) Jumping up for joy in your room when you get an A+ on exam.
- b) Coworkers clapping for you when you present the quarterly results.
- c) A person looking the other way when answering your question.
- d) A person whispering something in their friend's ear in front of others.
- e) Two friends hugging each other when they meet for coffee.

PRACTICE

Which of the following is an example of effective communication?

- a) Thinking and formulating a response for your sister while she is still speaking.
- b) Your friend constantly checking their phone when you're having a conversation with them.
- c) Refraining from asking for clarification because you want to avoid interrupting the speaker.
- d) Looking directly at your friend during a conversation to receive any nonverbal cues.
- e) Not looking at your significant other's face when they're speaking during a discussion.