Communication Skills Notes

“First learn the meaning of what you say, and then speak.”

-Epictetus

**Communication**

Communication is the \_\_\_\_\_\_\_\_ exchange of ideas and information.

Whenever you communicate, you are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a message.

Good communication is the root of all healthy relationships/friendships.

**Types of Communication**

Verbal Communication: On one end you have the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and on the other end you have the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

One part of good communication is being a good listener.

Non-Verbal Communication: This involves your \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

 Ex) Facial expressions, eye contact, gestures, and posture

Mixed Messages are when your words don’t match your body language.

Different Cultural/Personal Perspectives

Being sincere or genuine

**Communication Styles**

* Aggressive: Hostile and unfriendly in the way feelings are \_\_\_\_\_\_\_\_\_\_\_\_\_.
* Passive: Doesn’t \_\_\_\_\_\_\_\_ about their feelings or thoughts.
* Assertive: You express yourself in a \_\_\_\_\_\_\_\_\_\_\_\_\_ way.

**I vs. You Messages**

An \_\_\_\_\_\_\_\_\_\_\_\_ is a strong and assertive way to express yourself without being mean or harmful.

A \_\_\_\_\_\_\_\_\_\_\_\_\_ is the opposite. You express yourself by putting the focus on others and come off as mean and aggressive.

An I-Message consists of 3 Steps:

1. Expressing your feelings using, “I”.
2. Describing the action that causes your feeling.
3. Explain how it affects you.

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