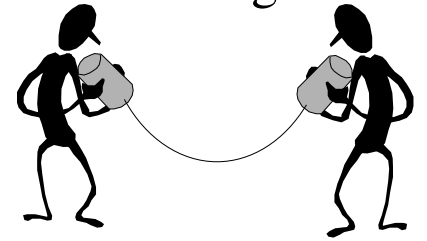


# Contemporary Living

## Ch 15. Communication Skills p.224-237

**Communication:** the process of sending and receiving message between people

- Verbal and nonverbal



How can you communicate non-verbally?



*Barriers to communication*- unclear messages, misunderstanding, poor listening skills, being distracted, language ability, culture, stereotypes, prejudice

Ways to communicate better:

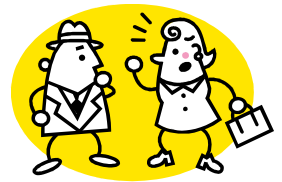
- Use “I” messages: messages that say how you feel and what you think
  - o Ex. “I feel ----- when you ----- because I ---”

Fill in the blanks with a pretend sentence:

→ “I feel \_\_\_\_\_ when you \_\_\_\_\_  
because I \_\_\_\_\_.”

- The same sentence can be taken in different ways depending on how it’s said, such as, “How are you today?”





**Body Language:** a person's posture, facial expressions, gestures, and way of moving

- Includes appearance: clothes you wear, how you fix your hair, smell nice, what you say, how you hold your arms, stand etc

→ What does it “say” when a person crossed their arms?

→ What does it “say” when a person looks down or away?

**Mixed message:** when your words and body language don't communicate the same thing

### **Choosing the Right Time and Place**

- Think about the other person, do they have time to listen to you right now?
- Don't let emotions confuse things,
  - If either person is angry, calm down before talking
  - Consider the other person's emotions
- Is the place you are in distracting? Loud, uncomfortable, too many other people

## Communication Styles



- **Assertive:** expressing your ideas and opinions firmly and with confidence
  - These people are taken seriously
  
- **Aggressive:** overly forceful and pushy, are often angry and frustrated
  - These people are rejected and not well liked
  
- **Passive:** Keeping opinions to yourself and giving in to the influence of others
  - These people get pushed around by others, end up doing things they didn't want to, can't make up their mind

## Active Listening

- Concentrating on what is said so that you understand and remember the message
  
- Means you are less self-absorbed and learning from others
  
- Boosts others' self-esteem



## *How to be an active listener?*

- Keep an open mind in accepting other's viewpoints
- Eliminate distractions: turn off the TV or music if need be
- Listen with a purpose: Is your friend describing a problem?
- Make eye contact
- Focus your attention on what's being said not on how you'll respond
- Control negative emotions: stay calm even if the speaker upsets you
- Don't cut the speaker off: Wait until the speaker is done before speaking