## Communication

### Word Bank

<table>
<thead>
<tr>
<th>“I” Statements</th>
<th>Attentive Listening</th>
<th>Ineffective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assertiveness</td>
<td>Effective</td>
<td>Eye Contact</td>
</tr>
<tr>
<td>Defensive</td>
<td>Inappropriate Displays of Emotion</td>
<td>Mixed Messages</td>
</tr>
<tr>
<td>Attacks</td>
<td>Tone</td>
<td>Body Language</td>
</tr>
<tr>
<td>Feedback</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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:

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 Statement”**: 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!!!