



**COMMUNICATING
EFFECTIVELY**

Three Communication Styles

- Aggressive
- Passive
- Assertive

Aggressive

- Overly forceful, pushy, and hostile
- Bullying or intimidating
- People using an aggressive communication style like to have control, and don't think about others feelings, thoughts and needs.

Passive

- Unable to express feelings or thoughts in a firm and direct way.
- Places others needs ahead of their own.
- Dislike conflict or argument.

Assertive

- Expressing views clearly and respectfully.
- Standing up for your rights and beliefs while being respectful to others.
- Will negotiate with others to find best solution.
- Will compromise in a situation. Being assertive will improve relationships with others.
- Will help you meet your needs and those of others.

Speaking Skills

- Say what you mean as clearly and directly as possible.
- Be respectful
- Don't attack or be defensive

Use “I” messages

- Focus on *your* feelings.
- Allows you to communicate in a positive way without blaming others.
- Listeners will be more receptive to what you have to say because they aren't being attacked.

Listening skills

- Listening is just as important as speaking.
- *Don't Interrupt.* Pay attention to what is being said.
- *Show Interest.*
 - Make eye contact.
 - Nodding or making a comment such as, “I see” or “I understand” will encourage the speaker.

Listening skills

continued...

- *Restate what you hear.*
 - Repeat what you hear, this will demonstrate you understand what they are saying.
- *Ask Questions.*
 - Helps you understand what's being said.
 - Speaker will be able to clarify thoughts and feelings.
- *Show empathy.*
 - It demonstrates you relate to their feelings.
 - Don't judge speakers feelings, attitudes or actions.

Nonverbal Communication

- Tone of voice, being sarcastic.
- Body language
 - Facial expressions
 - Gestures
 - Posture
 - Behaviors
 - Nodding (understand)
 - Turning away (shows you're not listening)
 - Look at the ground. (embarrassed)

