



Using Good Communication Skills

Good Communication is Important

- Prevents misunderstandings
- Builds Healthy Relationships
- Expresses yourself

Speaking Skills

- Voice volume
- Tone and Pitch
- “I” Messages and “You” Messages
- Empathy

Communication Do's

- Look the person in the eyes
- Ask questions
- Hear the person out
- Resist distractions
- Be open minded
- Assume responsibility to a two-way dialogue

Communication Styles

- Passive
- Aggressive
- Assertive

Active Listening Skills

- Parroting: Repeating the message
- Paraphrasing: Rephrasing the message in your own words
- Reflecting Feelings/Validating: Showing understanding and valuing of the opinion, even if you don't agree
- Empathizing: Expressing care and sensitivity to the message sender's feelings, opinions, experience
- Body Language: Nod, look engaged in what the person is saying, respond with short comments or questions to show you're paying attention

Communication Don'ts

- Interrupt
- Raise your voice or yell
- Call names or label
- Blame, force or threaten
- Monopolize the conversation
- Laugh at people
- Assume you understand
- Make snap judgments
- Say “always or never”
- Offer advice when it's not asked for