

Chapter 6: Effective Communication Skills

Section 6.1-The Communication Process

- Objectives
 - Explain the _____ of communication in relationships.
 - List the four _____ that are needed for _____ communication.
- Main Idea
 - Communication is a _____ process of sending and _____ messages. It can be verbal or _____. It requires _____ and involves _____ and the use of space.

Communication with Others

Effective communication is the _____ of every good _____. Communication is a two-step process, or _____. The first step is to _____ and _____ messages to others. The second step is to _____ and _____ messages from others. People exchange _____, ideas and _____ as they communicate. It may sound _____. However, it involves a set of _____ skills. People need to _____ these skills to _____ well. They will use them in _____ part of their lives.

The Function of Communication

The main _____ of communication is to build _____. They thrive on _____ communication. This happens when people _____ and _____ messages accurately. Communication is _____ in all areas of _____. It is important with _____ and _____. It is also needed at _____ and in the community. IN any setting, _____ helps people know what is _____. It lets them know what to _____. Getting _____ with others would not happen _____ good communication, This is _____ true in the family.

Ethical Communication

Ethics play a _____ in communication.

Ethics-

Ethics are based on the _____ of a society. Ethical _____ is, above all, open and _____. People tell the _____. They do not hold back _____ that is needed. They use communication to _____ others, not _____ them. _____ is shown through communication.

One part of _____ involves keeping some information _____.

Confidential-

Example:

Levels of Communication

See notes for Thursday

Communication Styles

People have different _____ styles. This means they communicate _____. How they communicate is _____ to their personalities. What they _____ depends on their values, _____, and goals. Communication also differs based on how _____ or _____ a person is. All of these reflect a _____ of communicating with others.

To be a good _____, you need to know how other _____ communicate. You may need to _____ a person's communication _____. The setting or _____ of a message may affect its _____. There are _____ differences in communication. These can be _____ when dealing with people from another _____. Knowing what is _____ is part of _____ communication.

Sharing _____, ideas, and _____ fosters understanding among _____. It builds _____. It helps _____ ties with others. Mastering the communication _____ takes time and _____. Being a good _____ means learning new skills. To communicate _____, you need to use your _____. They will help you be _____ to the needs and values of others.

Elements of Communication

The communication process has _____ basic elements. These elements set the stage for _____ and lead to _____ communication. When one or more are not in place, communication _____. The four _____ are communication _____, participation, timing and the use of _____.

Communication Channels

Communication Channel-

Verbal Communication-

Example:

Nonverbal communication-

Example:

Technology may reduce the _____ aspects of communication. This is because in many instances people cannot _____ each other's expressions or _____. There are few _____ clues in your communication when you:

- Write a note
- Talk on the _____
- Use e-mail
- Send an instant message

- Receive a _____

The _____ used, therefore, must be _____ and to the _____. When there are few or no _____ clues, it makes _____ harder. The words themselves must _____ the _____ message.

Participation

How people _____ in a discussion affects the _____ of communication. The best _____ happens when all those involved share in the _____. There needs to be a _____ in the give-and-take of _____.

If you take part in small-group _____ at school, you may _____ the importance of _____. One group _____ may try to dominate, or _____, the session. In contrast, another may _____ to be _____ to say something. Either way, ideas are _____. Communication works only when people are _____ and _____ to receive and return messages.

A lack of _____ can also take place in the _____. For example, a parent may be _____ about something he or she thinks is important.. A child may not be paying much _____ to the conversation. This is not an _____ of messages. The parent is _____, but there is not a _____ because the child is not _____.

Timing

True communication occurs when _____ the sender and the _____ focus on the _____. Choosing the right time to _____ a message affects how well it is _____.

Knowing when someone is _____ and _____ to listen to your message takes _____ and sensitivity. By first saying, "How is it _____?" or "Can I _____ for a minute?" you can assess the other person's _____. You may get an _____ both verbally and nonverbally. If either of these is not _____, you may want to wait for another time.

Use of Space

How space is used can affect _____. For instance, would you shout an _____ across a crowded room? Something so _____ requires a quieter _____. Talk tends to _____ freely when family _____ sit around the kitchen or dining room table. Talk may _____ when they are spread _____ the living room.

Have you ever talked with someone who seemed to be closing in on you? When you _____ back, the other person leaned _____. Communication is _____ when people are at ease with the _____ between them.

Physical _____ makes a difference too. When you _____ with children, it helps to be down at their _____ of height. It works better than _____ down from a position of _____. Messages flow more _____ when people feel they have _____ status.