

## Section 6.2: Skillful Communication

### Key Concepts

- Identify five effective \_\_\_\_\_ and speaking skills.
- Describe three \_\_\_\_\_ barriers and how to \_\_\_\_\_ them.

### Main Idea

- *Skills needed for \_\_\_\_\_ communication include listening and \_\_\_\_\_ skills. There are \_\_\_\_\_ to communication that can be \_\_\_\_\_.*

### Communication Skills

Learning \_\_\_\_\_ skills can help you in many ways. These skills are \_\_\_\_\_ to solve \_\_\_\_\_ and make \_\_\_\_\_. They are the basis for \_\_\_\_\_ relationships with others. They can help you \_\_\_\_\_ good about yourself. You can also use \_\_\_\_\_ skills to help others \_\_\_\_\_ good.

When people \_\_\_\_\_ together, open communication is \_\_\_\_\_ to getting \_\_\_\_\_. It can help \_\_\_\_\_ go more \_\_\_\_\_. Outside \_\_\_\_\_, however, may get in the way. Staying calm may be \_\_\_\_\_ as well. It is also \_\_\_\_\_ when family \_\_\_\_\_ take opposing \_\_\_\_\_ personally. It takes \_\_\_\_\_ to communicate well.

### *Listening Skills*

People spend many \_\_\_\_\_ of their lives communicating. About one-half that time is spent \_\_\_\_\_. Some people think \_\_\_\_\_ is the same as listening. Hearing is a \_\_\_\_\_ response.

### *Listening-*

There are two kinds of \_\_\_\_\_ skills. These are called \_\_\_\_\_ listening and \_\_\_\_\_ listening.

## Passive Listening

### Passive Listening-

The \_\_\_\_\_ puts aside personal \_\_\_\_\_. No questions are \_\_\_\_\_. Comments like \_\_\_\_\_ and \_\_\_\_\_ show that the listener is \_\_\_\_\_ on the speaker's words. The listener does not \_\_\_\_\_ any ideas, but \_\_\_\_\_ the speaker to talk more.

## Active Listening

### Active listening-

Active listeners use \_\_\_\_\_ questions. They may restate the \_\_\_\_\_ they heard. These responses \_\_\_\_\_ that the listener \_\_\_\_\_ and understands what is being \_\_\_\_\_. They also encourage the \_\_\_\_\_ to keep \_\_\_\_\_.

## Speaking Skills

Words are \_\_\_\_\_. They can be used to \_\_\_\_\_ people but they can also be \_\_\_\_\_. Care and \_\_\_\_\_ are needed to use them for \_\_\_\_\_ communication.

## I-Messages

### I-messages-

I messages give facts tot \_\_\_\_\_ the speaker's reaction.

### *Example:*

Messages that \_\_\_\_\_ with the word \_\_\_\_\_ are often the opposite of I-messages. These may be a direct \_\_\_\_\_ on the person and their \_\_\_\_\_. These \_\_\_\_\_ may \_\_\_\_\_ the other person for the speaker's feelings.

I-messages are a good way to talk to \_\_\_\_\_ when you are \_\_\_\_\_. Using them will \_\_\_\_\_ your messages be less \_\_\_\_\_. If you are \_\_\_\_\_, it may be hard to use \_\_\_\_\_. Practicing \_\_\_\_\_ can

help you state your \_\_\_\_\_ calmly. Venting your \_\_\_\_\_ at someone rarely has a good \_\_\_\_\_, even when the other person is at \_\_\_\_\_.

Feedback

### Feedback-

Feedback is a response the \_\_\_\_\_ whether a message was \_\_\_\_\_. It bridges the \_\_\_\_\_ between listening and \_\_\_\_\_.

Both a speaker and a listener may ask for \_\_\_\_\_ to make sure they agree on what was \_\_\_\_\_. Listeners need to be sure they \_\_\_\_\_ what the \_\_\_\_\_ said. Speakers need \_\_\_\_\_ to know they have been understood. Active \_\_\_\_\_ is one way to give feedback. If the listener \_\_\_\_\_ the message, the speaker can tell that it was \_\_\_\_\_ correctly.

Assertiveness

### Assertive-

You are in charge of \_\_\_\_\_. You can tell your \_\_\_\_\_ and let others \_\_\_\_\_ their opinions.

Being \_\_\_\_\_ is not rude. It differs from aggression.

### Aggression-

Aggressive people \_\_\_\_\_ to have their own way. They often act \_\_\_\_\_ or use you-messages and \_\_\_\_\_ nonverbal messages.

### Communication Barriers

With good communication \_\_\_\_\_, you can \_\_\_\_\_ many misunderstandings. Noticing a barrier, or \_\_\_\_\_; that makes communication harder is the \_\_\_\_\_ step. Seeing the problem allows you to do \_\_\_\_\_ about it. Some communication \_\_\_\_\_ occur because people have different \_\_\_\_\_ backgrounds or different points of \_\_\_\_\_. If music or the \_\_\_\_\_ are on, it can also \_\_\_\_\_ with communication.

One \_\_\_\_\_ is that people communicate in \_\_\_\_\_ ways. They may blame, \_\_\_\_\_, or start endless fights. Attacking someone's \_\_\_\_\_ is destructive. It is hard to move \_\_\_\_\_ when faced with this kind of \_\_\_\_\_. By using \_\_\_\_\_ skills, you can work to turn communication \_\_\_\_\_.

### *Silence*

Silence can be a nice \_\_\_\_\_ from talking. Some silences are \_\_\_\_\_. Others convey \_\_\_\_\_, boredom, or even \_\_\_\_\_. Silence can also signal \_\_\_\_\_. Sharing feelings may be \_\_\_\_\_. In trying to find the right \_\_\_\_\_, a person may \_\_\_\_\_ saying something foolish. They may fear being \_\_\_\_\_ at. Communication on touchy subjects can be filled with \_\_\_\_\_ silences. When families have \_\_\_\_\_, silence is the most \_\_\_\_\_ response of children.

Knowing the \_\_\_\_\_ for the silence can help \_\_\_\_\_ the flow of communication. If someone you know is \_\_\_\_\_, you can point this out. Depending on your \_\_\_\_\_, you may say, "You are \_\_\_\_\_. Is something \_\_\_\_\_ you?" You can also send \_\_\_\_\_ messages to encourage that person's \_\_\_\_\_. This will help the person feel \_\_\_\_\_ sharing their feelings.

There may be times when \_\_\_\_\_ indicates a serious \_\_\_\_\_, such as depression. It is important that you get a person to \_\_\_\_\_ in this situation. Open \_\_\_\_\_ may allow that person to get the \_\_\_\_\_ they need.

### *Mixed Messages*

Sometimes different \_\_\_\_\_ are sent over different \_\_\_\_\_ at the same \_\_\_\_\_. This is called a \_\_\_\_\_. IN this type of message, the verbal and \_\_\_\_\_ messages do not \_\_\_\_\_. For example, a person may \_\_\_\_\_ one thing, but their body \_\_\_\_\_ suggests something different. When a mixed message is \_\_\_\_\_, the nonverbal message generally \_\_\_\_\_ the sender's true \_\_\_\_\_. A message that is \_\_\_\_\_ both verbally and \_\_\_\_\_ is much more \_\_\_\_\_.

*Thinking You Already Know*

Mind reading is \_\_\_\_\_ you know what someone else is \_\_\_\_\_. It often leads to \_\_\_\_\_ conclusions. Mind readers are sometimes too \_\_\_\_\_ to hear other people out. Mind \_\_\_\_\_ can be a way to \_\_\_\_\_ a conversation and another person. People who know each other well may \_\_\_\_\_ they can literally \_\_\_\_\_ each other's \_\_\_\_\_. To find out what someone thinks, pay \_\_\_\_\_. Ask \_\_\_\_\_ and use \_\_\_\_\_ to learn what is really going on.