

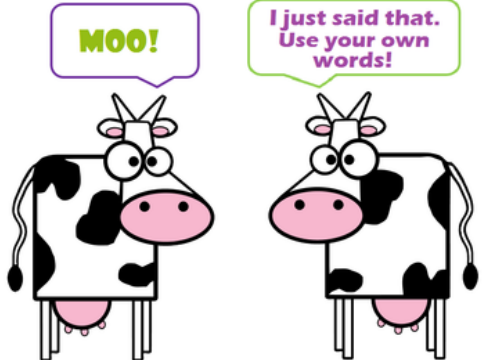




What is Effective Communication?

	<p><u>Purposeful Sending</u></p> <ul style="list-style-type: none"> ➤ Know what you want to say. ➤ Say it in a way that the other person (the listener) can clearly understand. ➤ Be open and share your ideas, feelings, and values. ➤ Do not speak or share your message in a way that puts the other person down. ➤ Do not attack the person who is listening.
	<p><u>Active Listening</u></p> <ul style="list-style-type: none"> ➤ Listen without judging the speaker. ➤ Let the other person finish speaking – Don't interrupt. ➤ Identify if anything is interfering with your ability to receive/hear the message: <ul style="list-style-type: none"> ○ noise level, room temperature, talking speed (is person speaking too fast?), respect, energy, other distractions. ➤ Listen with your heart and mind.
	<p><u>Paraphrasing</u></p> <ul style="list-style-type: none"> ➤ Rephrase the meaning of what the person said in your own words. <ul style="list-style-type: none"> ○ Do you mean this _____ when you said _____? ○ What your statement means to me is _____. ○ If I understand what you said, I think (or feel) _____. ○ I think I heard you say _____. ○ Would this be an example of the point you made? _____

	<p><u>Feedback</u></p> <ul style="list-style-type: none">➤ Let the speaker know what you understood.➤ Ask questions to make sure you understand what the speaker said.➤ Let the speaker know how you feel about what they said.
	<p><u>Body Language and Non-Verbal Cues</u></p> <ul style="list-style-type: none">➤ Think about your body language and non-verbal cues.➤ Show the speaker you are interested in what they are saying.➤ Try not to do things that may make the speaker feel that you are not really interested in what they are saying (looking away, looking at your phone or watch, yawning or rolling your eyes).