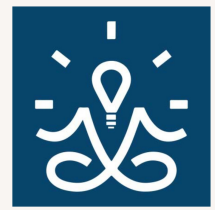


SKILLS OF Communication



Clarity of Message

- Short
- Simple
- Direct



Checking Understanding

- Paraphrase what you hear back



Respectful

- Taking Turns
- Positively phrased



Active/Empathic Listening

- Nonjudgmental
- 100% focus
- listen to facts AND feelings
- Allow silence



Choosing Right Method



Self-Awareness

- Tone?
- Volume?
- Rate?



Appropriate Body Language

- Position
- Posture
- Proximity

