Unit# \_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COMMUNICATION - LISTENING - BARRIERS - CONFLICT RESOLUTION - I & YOU**

✰\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ & \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ must exist in order to \_\_\_\_\_\_\_\_\_\_\_\_\_ & \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a relationship.

***You must be able to communicate these qualities to the other person.***

**✰ C\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ IS MORE THAN JUST \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

It involves the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ & \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with other people.

***We communicate verbally and nonverbally.***

**✰VERBAL** - Involves both \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_.

**✰NONVERBAL** - Is the more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (And often the stronger heard)

 - \_\_\_\_\_\_ language, \_\_\_\_\_\_\_\_\_\_\_ actions, gestures, \_\_\_\_\_\_\_\_\_\_\_ expressions,

 tone of \_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_ movement or eye \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 ***Do you communicate effectively?*** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Give an example: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**✰ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_COMMUNICATION** means you express yourself so that the other person \_\_\_\_\_\_\_\_\_\_\_ what you are \_\_\_\_\_\_\_\_ *and* \_\_\_\_\_\_\_\_\_\_. Values, ideas & \_\_\_\_\_\_\_ \_.

**✰ \_\_\_\_\_\_\_ COMMUNICATION -** Is when the \_\_\_\_\_\_\_\_\_\_\_ the other person \_\_\_\_\_\_\_\_\_\_ is the \_\_\_\_\_\_\_\_\_\_\_\_message you \_\_\_\_\_\_\_\_\_.

When feelings are \_\_\_\_\_\_\_ - or you are **\_\_\_\_\_\_\_\_\_\_** of your \_\_\_\_\_\_\_\_\_\_

- the **\_\_\_\_\_\_\_\_\_\_\_\_**\_ something.... - **\_\_\_\_\_\_\_** give the \_\_\_\_\_\_\_\_\_\_ impression.

And communication \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ when

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DON’T \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_!**

**Listening vs Hearing**

\_\_\_\_\_\_\_\_\_\_\_\_ is not the same as \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

When the average listener correctly understands and correctly evaluates what they hear in a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_time span - they will remember or retain only \_\_\_\_\_%.

In 48 hours (\_\_\_\_\_\_\_\_\_\_\_) you will remember \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of that 30%.

So just LISTENING only gives you \_\_\_\_\_% of what you heard 2 days ago...

Share with me some ways you might improve this percentage. **List three examples:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**\*\*\*ACTIVE LISTENING** - paying \_\_\_\_\_\_\_\_ to what the person is \_\_\_\_\_\_ and \_\_\_\_\_\_\_.

 *(Pay Close Attention - we will be role-playing to demonstrate what this looks like)*

1 - Reflective listening - Is rephrasing what was said to you

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 2 - Clarifying - “Is this what you meant?”

3 - Encouraging - Give signals that show you are listening

 Describe two examples - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4 - Empathizing - Understand and share another’s feelings or emotions

If you have empathy for what someone is saying - Create a response you might say to them as you listen - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OVERCOMING COMMUNICATION BARRIERS**

***There are many things that slow down or prevent communication:***

1. Sometimes we/they don’t \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. Ask for more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_... or clarification...

*“I don’t understand the meaning of that word. Would you please explain further?”*

1. Sometimes we don’t \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ what you think you \_\_\_\_\_\_\_\_\_\_\_\_.

 *“Are you saying that you mean...?”*

1. Sometimes we tune each other out if we don’t agree or we don’t like what we hear.
	1. \_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_. Tell your feelings using “I” messages not “YOU”...

 “I get angry when I am put down for my opinions.”

1. Sometimes we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_or cut people off.
	1. Wait. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

 “I feel that you cut me off in mid-sentence.”

➄ Sometimes our \_\_\_\_\_\_\_\_\_\_\_\_\_ affect our \_\_\_\_\_\_\_\_\_\_\_\_.

* 1. \_\_\_\_\_\_ - TAKE a deep BREATH - Regain your \_\_\_\_\_\_\_\_\_

 Explain what you think happened. Try to stay calm.

**Attacking someone will not help you get your point across.** Restate in your own words -

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Listing Communication Barriers by building a Brick Wall**

There are so many things that will \_\_\_\_\_\_\_\_\_ or \_\_\_\_ communication from happening - things \_\_\_\_\_\_\_\_\_do or say, things about that person, \_\_\_\_\_\_\_\_\_\_\_\_and\_\_\_\_\_\_\_\_\_\_\_, attitudes and behaviors.

List ten things that you have experienced that might stop a person from talking:

|  |  |  |
| --- | --- | --- |
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| 10 | 11 | 12 |

**EVERYONE** MUST PUT UP A **NEW WORD** ON THE BOARD!! *Wave me over if you get stuck!*

Put a check in the box if someone writes it on the board before it’s your turn. If you run out of “bricks” think fast and come up with some other ideas.

**CONFLICT & RESOLUTION**

**•Conflict is \_\_\_\_\_\_\_\_\_\_\_ in life.** \_\_\_\_\_\_\_\_\_\_\_\_\_ happen because no two people

 have the \_\_\_\_\_exact set of \_\_\_\_\_\_ and \_\_\_\_\_\_\_.

**• Conflicts occur for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**-** Differing Values ( opinions - \_\_\_\_\_\_\_\_\_ - interests)

-\_\_\_\_\_\_\_\_\_\_\_\_\_, Envy, Lack of \_\_\_\_\_\_\_\_\_\_\_\_\_\_, Power Struggles

-Poor Communication ~messages not \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ~or \_\_\_\_\_\_\_\_\_\_\_\_\_\_ by receiver

**• Conflicts can have a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on Health**

 -Emotional pain, frustration, \_\_\_\_\_\_\_\_\_, loss of \_\_\_\_\_\_\_\_\_,

 \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_ Health problems and \_\_\_\_\_\_\_\_\_ Related Disorders

 **•You can not eliminate ALL CONFLICTS** - **but you CAN act with a PLAN**

**AVOID: \_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**•If CONFLICTS are handled in a POSITIVE way -**

Situations can be\_\_\_\_\_\_\_\_\_\_\_ and problems can \_\_\_\_\_\_\_\_\_\_\_.

**“I” and “U” Messages**

I messages are so called because their sender uses the pronoun “I” to take

responsibility for his or her feelings.

 **“I”** messages allow a person to say **\_\_\_\_\_\_\_\_\_\_\_\_\_** about a behavior **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

 **“You”** messages are statements that **\_\_\_\_\_\_\_\_\_\_\_** or **\_\_\_\_\_\_\_\_\_\_\_\_** and **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

 **“I”** messages \_\_\_\_\_\_\_\_ a \_\_\_\_\_\_\_\_\_ in which the person is inclined to hear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ because it is **expressed in a \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_.**

Four Steps:

**➀** State specifically **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of** the situation on you. This part begins with “\_\_\_\_\_\_\_\_\_\_..”

**➁** **Name the behavior or** situation. This part of the message is a \_\_\_\_\_\_\_\_\_\_\_ of the \_\_\_\_\_\_\_\_\_\_\_\_\_, and involves NO \_\_\_\_\_\_\_\_\_\_. It does **NOT** begin with **“\_\_\_\_\_\_\_\_\_\_\_\_\_..”** It begins with **“\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\*\_\_\_\_\_\_\_\_...”**

**➂** **State your reason**. Say \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_interferes with your \_\_\_\_\_\_ or \_\_\_\_\_\_\_\_\_\_. This part begins with “\_\_\_\_\_\_\_\_\_\_\_”

**➃** Say**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**. This part begins with “I \_\_\_\_\_\_\_\_\_\_\_... or “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_...