

## TEACHER BACKGROUND INFORMATION COMMUNICATION TECHNIQUES

Constructive communication contributes to a meaningful exchange of ideas and/or leads to understanding. Examples are:

Giving positive or encouraging messages builds up people and encourages them to talk openly about their feelings.

Asking questions draws people into conversations and lets them know you value them and their ideas.

Sending clear concise messages gets to the point quickly and easily.

Being honest and open with people is the best way. Telling lies may get you out of a spot for the moment, but in the long run it may come back to haunt you.

Keeping the confidences of another person is a way to build trust and friendships.

Speaking with respect keeps the other person's feelings in mind.

Using tact communicates something difficult without offending or hurting.

Being a good listener is very important. You don't always have to be the one doing the talking; try listening more--and you'll learn about others.

Destructive communication is "talk that hurts". Some messages discourage rather than encourage helpful or constructive communication.

Insults, harassing, teasing are messages you may send that encourage people to be rude to you. It's not a good idea to encourage others to say mean things to you.

Gossip, lies, blaming and accusing show signs of insecurity and are types of communication that can hurt or even destroy friendships.

"You" messages shut off communication by belittling the other person.

These messages are a type of verbal abuse. If a person hears the same "you" statement often enough, they tend to believe it is true.

Examples of "you" messages are: "You are so rude." "You are always late.", etc.

Sexual harassment is a current issue and one we need to be aware of. Any comment that belittles, offends, or teases another by gender insinuation, slander, or other means should be avoided. In the work place offenders can be fired, sued, or reprimanded. Employers may also be sued for allowing harassment to continue on the job.

### TEACHER BACKGROUND INFORMATION COMMUNICATION TECHNIQUES - CONT'D

Threatening stops communication and puts up barriers. It is "controlling language" that shows no respect or caring for others. Threats can lead to legal action if severe enough.

Sarcasm is when the person speaking says one message, but nonverbal expressions and the tone of voice send another message. For example, the comment, "He is real good looking", said with a certain tone of voice can mean just the opposite. Sarcasm can be very hurtful and lower another person's self-esteem. We need to be aware that a little sarcasm or teasing goes a long way. Most people can take a joke, but if it is repeated over and over, it may become a sore spot and destroy a relationship.

Interrupting or dominating the conversation are both impolite. You send the message that what another person has to say is not very important. People tolerate this rude behavior for awhile, but then get irritated and choose not to be around that kind of person.

Swearing is not appropriate language and is offensive to many people. It is not appropriate in schools or the work place. It can cause a negative first impression that you may not be able to overcome.

Non-verbal communication is the way you express yourself through movements, posture, facial expressions. It is possible to send one message with your words and another with your body language.

People who must give the impression that they are always right or try to hurt another's feelings, are usually insecure or have low self-esteem. They build themselves up by tearing others down. Your self-esteem should not be injured by the thoughtless comments of others.