

ASSESSMENT/EVALUATION QUESTIONS:**1. Describe the differences between childish and mature styles of communication.**

1. Give two examples of communicating in the style of a child.
whining ordering acting out of control
name-calling verbal abuse not listening
yelling throwing tantrums interrupting
2. Give two examples of communicating in the style of a parent.
directing punishing ordering
demanding
3. Give two examples of communicating in the style of an adult.
2-way communication showing respect trusting
remaining calm displaying a win-win attitude
4. Which style works most effectively? Why?
adult to adult
everyone remains calm and uses good communication techniques
5. Transactional analysis is:
Three styles of communicating: Child, parent, adult
6. Which is the lowest level of communication in transactional analysis?
Child style
Why is it the easiest level in which to communicate?
Is easy to revert to childlike behaviors; don't have to think
7. Which is the highest level of communication in transactional analysis?
Adult style
Why is it the hardest level in which to communicate?
Takes more effort to think about how to say things

2. Identify the effects of childish vs. mature styles of communication.

8. What affect does communicating in the style of a child have on the person being communicated with?
He/she reverts to using the parent or child styles him/herself

ASSESSMENT/EVALUATION QUESTIONS - CONT'D:

9. What affect does communicating in the style of a parent have on the person being communicated with?
Produces rebellion and other negative feelings
10. What affect does communication in the style of an adult have on the person being communicated with?
Calms him/her;
Creates an atmosphere of respect and trust;
A win-win attitude lets everyone feel good
3. **Review communications techniques, including constructive communication, destructive communication, and nonverbal communication.**
 11. Define or describe constructive communication.
A meaningful exchange of ideas that leads to understanding.
 12. Define or describe destructive communication.
Talk that hurts; it does not bring about meaningful understanding.
 13. Define or describe nonverbal communication.
The way you express yourself through movements, posture, and/or facial expressions.
4. **Apply constructive communication skills in developing positive relationships with peers, family members, and persons with authority.**
 14. What are interpersonal communication skills?
Those used to communicate with others
 15. Some examples of interpersonal communication skills are:
Listening, talking, problem-solving, understanding, eye contact
 16. What are intra-personal communication skills?
Those used to communicate with oneself
 17. Some examples of intra-personal communication skills are:
Self-control, self-discipline, positive self-talk, accepting responsibility

ASSESSMENT/EVALUATION QUESTIONS - CONT'D:

18. Name three groups of people in your life with whom it would be good to use constructive communication techniques.
Family members, peers, persons with authority, etc.
 19. Name four situations in your life where you can use constructive communication.
School, social contacts, family life, on the job, etc.
- 5. Identify positive and negative methods of conflict resolution with peers, including the use of inappropriate language and behaviors.**
20. Describe three positive ways to resolve conflicts.
Don't attempt to settle the dispute at scene of the crime, don't bring up the past, define the problem briefly, look for solutions together, each work toward the solution chosen, etc.
 21. Describe three negative ways to resolve conflicts.
Name calling, sidetracking, losing your cool, using "you" statements, etc.
 22. Four major steps in resolving conflicts are:
 1. Define the problem.
 2. Verbally summarize the feelings for clarification.
 3. Look for solutions.
 4. End with an expression of love.
- 6. Identify how effective listening skills enhance human relationships and practice application of listening skills.**
23. List five steps to becoming a better listener.
 1. Have an open mind
 2. Use positive body language
 3. Ask questions
 4. Don't interrupt others
 5. Keep emotions in check; stay calm
 6. Restate the message

ASSESSMENT/EVALUATION QUESTIONS - CONT'D:

7. Identify and recognize personal communication styles.

24. What are the three major styles of communication?
 1. Passive
 2. Assertive
 3. Aggressive

25. Which of these is the most effective? Why?
Assertive

26. Why are the other two less effective?
Aggressive "runs over" other people;
passive allows you to be "run over".

27. Which of these styles do you practice most of the time?
(answers will vary)

