

Communication

1. Define the three levels of communication:
 - a. Superficial _____
 - b. Personal _____
 - c. Validating _____

2. Describe the three communication styles:
 - a. Touch _____
 - b. Verbal _____
 - c. Task _____

3. Give three examples of destructive communication: _____

4. Give three examples of constructive communication: _____

5. Define "I" messages: _____

6. What words should you use in an "I" message? _____

7. Define reflective listening: _____

8. What words could you use in reflective listening? _____

9. Name two listening blocks: _____

10. Give two examples of active listening:

a. _____

b. _____

11. Define the different “space” zones:

a. Public Zone _____

b. Social Zone _____

c. Personal Zone _____

d. Intimate Zone _____

12. List three examples of non-verbal communication: _____

13. The 7 C's of Conflict Resolution.

The Foundation:

C_____, C_____, and C_____

Resolution Styles:

C_____, C_____

C_____, C_____