Mrs. Robinson
Adult Roles

Name _____
Hour _____

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_____