

# EXPRESS YOURSELF

Effective Communication



# OBJECTIVES

**01**

Define effective communication

**02**

Identify the elements of verbal and non-verbal communication

**03**

Recognize how tone of voice, facial expressions, and body language can affect meaning

**04**

Distinguish among assertive, aggressive, and passive communication styles



**LET'S LOOK AT HOW TO  
DEVELOP AND IMPROVE OUR  
COMMUNICATION SKILLS.**

**WE COMMUNICATE  
EVERYDAY. WE TALK TO OUR  
FAMILY AND FRIENDS, AND  
WE LISTEN WHEN THEY  
TALK TO US.**

# WHAT ARE THE TWO ROLES IN A CONVERSATION?

## **SPEAKER**

Speaker's goal is to share information.



## **LISTENER**

Listener plays an active role in the communication process by listening and understand the Speaker's message.

# IT'S NOT WHAT YOU SAY, IT'S HOW YOU SAY IT

What does this mean?

- You have to not only know what to say, but you must also know how to say it with confidence.

# THREE STYLES OF COMMUNICATION



## PASSIVE

Tend to use a quiet, timid voice that does not convey confidence.



## AGGRESSIVE

Aggressive speakers are loud and bossy and don't care about the Listener's feelings.



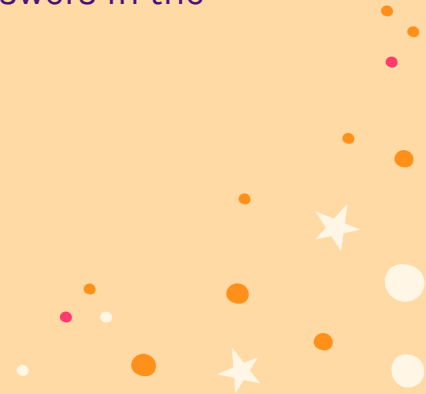
## ASSERTIVE

Assertive speakers speak in a confident tone of voice, have good body posture, and make eye contact with the Listener. They speak in a way that lets others know that they mean what they say.



## OPEN WORKBOOKS TO PG. 8 – WHAT I’M REALLY THINKING

- Read each statement
- Decide if it is something a passive, aggressive, or assertive speaker would say to themselves
- Write down your answers in the space provided.



# **OPEN WORKBOOKS TO PG. 8 - HOW TO SAY IT**

Look at the three word puzzles to reveal  
how to communicate assertively.





## **OPEN WORKBOOKS TO PG. 9** **- ASSERT YOURSELF**

These situations require assertive communication to be resolved. Read each one and then write down what you would say.



# OPEN WORKBOOKS TO PG. 9 – SAY WHAT?

**LOOK AT EACH FACIAL EXPRESSION AND PREDICT THE PERSON'S TONE OF VOICE. SARCASTIC, SINCERE, OR DISGUSTED?**

Have you ever had a misunderstanding?  
Sometimes we don't effectively communicate our intended message and the result is confusion or misunderstanding.

Tone of voice can change the meaning of the words we use. What other cues affect how we interpret what people say? –  
Expression on your face and your body language will convey your true thoughts and feelings.

What happens when our non-verbal cues don't match our words? – When our words don't match our non-verbal cues, we send a mixed message.

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## **OPEN WORKBOOKS TO BACK COVER.**

Write “Listen” in the bottom left corner.

In the middle of the page, draw an equilateral triangle. Locate the middle right side of the page. Now, draw three small circles in a column along the middle right side of the page. The circles should be the same size.

# ACTIVE LISTENING

Communication is a two-way street. In addition to being an effective speaker, you must also be an active listener. Listen carefully, make eye contact, and ask clarifying questions to be sure you understand.



Listening demonstrates care and respect for the person speaking, and is an essential part of long-lasting friendships.



**PLEASE COMPLETE KAHOOT!  
WHEN FINISHED WITH ALL 10  
LESSONS.**