

Name _____

Communication Choices

Communication is the process of creating and exchanging _____ through _____ interaction.

These symbols may be _____ or _____.

Examples of nonverbal communication include: _____

Making Choices

_____ is the situation in which communication occurs. It includes the _____, the _____, and the _____.

_____ is what is suitable for a specific situation.

A _____ is a part played in a specific setting or situation. It will vary depending on the context you're in.

A _____ is a stated or implied expectation. In other words, it is a guideline of what's appropriate for a given context.

A _____ is an established level of requirement of excellence. It is important because they are the foundation in which you make your communication _____.

You have the _____ for establishing your own standards for the situations in which you find yourself. You must consider the following:

What is appropriate for _____. This means knowing who you are, what you want to achieve, and how you want others to perceive you.

What is appropriate for your _____. If you want others to respond to your messages, you must consider their needs, desires, and limitations.

What is appropriate for the _____. The time, place and purpose of an event.

What is appropriate for the _____. What you're trying to accomplish in your context.

Sometimes in the role you must play and the norms you must obey in order to be _____ you must put aside your preferences, wants, or needs.

The Importance of Communication Skills

Every time that you _____ with another human being you are communicating.
You cannot NOT communicate.

A _____ communicator is someone who incorporates _____,
_____, and _____ into his or her communication to communicate effectively and appropriately.

Knowledge: It is important to have _____, _____, and _____ information in order to _____ ideas and to process the _____ from others.

Attitudes: Influence the way you see _____ and other _____.
They _____ others.

They can be _____ and _____.

Skills: Necessary for making appropriate communication choices. There are two kinds:

_____ skills are those needed to do a _____, complete a _____, or reach a _____ effectively.

_____ skills are those needed to _____ and maintain _____ with people. They include the ability to give and receive _____ and _____. Good relationship skills to have are:

_____ (Being sensitive to what is proper and appropriate in dealing with others, including the ability to speak or act without offending.)

_____ (Polite behavior, gesture or remark.)

and _____ (Willingness to show consideration or appreciation.)