

# Interpersonal Communication

## LESSON 1: Feedback Exercise

1. List and explain the four areas of interpersonal skills that enable individuals to communicate effectively with others.
  
2. Compare and contrast passive and active listening styles.
  
3. List and describe three techniques of active listening.
  
4. List four tips for what to do and what not to do with proper listening:
  - Do -
  - Do -
  - Do -
  - Do -
  
  - Don't -
  - Don't -
  - Don't -
  - Don't -

## LESSON 2: Feedback Exercise

1. Positive communication training believes that every individual is entitled to certain human rights including \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ when others are communicating with them.
2. People who are \_\_\_\_\_ do not stand up for their rights, and may feel they are being taken advantage of.
3. A person who communicates \_\_\_\_\_ violates the rights of others and may think the only to get their point across is to \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
4. \_\_\_\_\_ is the interpersonal behavior in which a person speaks up for his/her rights without infringing on \_\_\_\_\_.
5. In conflicts, \_\_\_\_\_ makes compromise possible.
6. a. Compare and contrast one-way vs. two-way communication.  
  
b. Which is usually seen as most effective and why?
7. Describe the different aspects of body language.
8. List three techniques that can be used in group communication situations to ensure that the staff members' ideas will be successfully understood.
9. Describe three aspects of proper cell phone etiquette.
10. Describe three aspects of proper email etiquette.

## **LESSON 3: Feedback Exercise**

1. List four guidelines for improving the supervisor-employee relationship through effective communication.
2. Describe four guidelines to keep in mind when making requests for help.
3. List four considerations for staff before refusing a request.
4. Describe how to give criticism assertively without offending others.
5. Explain how the “Sandwich Technique” is used in giving criticism.
6. List four tips that will help a person receive criticism.

## **LESSON 4: Feedback Exercise**

1. In communicating with others, \_\_\_\_\_ will always be present, but it should not always be considered negative.
2. It is not enough to identify the problem. It is essential to determine what \_\_\_\_\_ the problem and what causes it to \_\_\_\_\_.
3. When conflict resolution works best, it is a \_\_\_\_\_-\_\_\_\_\_ activity that takes both points of view into account.
4. List and explain the seven steps used by supervisors and staff members to improve their ability to work together and with others.
  
5. Describe how the use of jargon can hinder the development of a strong team effort.

## **LESSON 5: Feedback Exercise**

1. List four ways to build positive relationships with people receiving services.
2. Identify four guidelines to improve communication with people receiving services.
3. Describe three ways to communicate effectively while respecting generational and cultural differences.