

Communication Skills

Skills

sees both sides of an issue
acknowledges what has been said
appreciates person for sharing
waits till finished before responding
balances listen and sharing
clearly express thoughts and feelings
gives recognition and esteem
speaks directly and simply
engages sense of humor
able to stay on topic
seeks to understanding your meaning
honest when not interested in subject
agrees to disagree
asks questions for clarification
listens in a friendly manner
encourages the flow of information
able to discuss difficult issues
fosters mutual respect
receptive to verbal and nonverbal com.
exchanges constructive feedback
sensitive to the feelings of others

Kills Communication

judging
blaming
debating
arguing
intimidating
ignoring
gossiping
interrupting
preaching
lecturing
nagging
complaining
pushing
demanding
projecting
lying
fighting
awfulizing
generalizing
shoulding
sulking

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