

#5 Effective Communication PDF

Skills	Kills Communication
sees both sides of an issue	judging
acknowledges what has been said	blaming
appreciates person for sharing	debating
waits till finished before responding	arguing
balances listen and sharing	intimidating
clearly express thoughts and feelings	ignoring
gives recognition and esteem	gossiping
speaks directly and simply	interrupting
engages sense of humor	preaching
able to stay on topic	lecturing
seeks to understanding your meaning	nagging
honest when not interested in subject	complaining
agrees to disagree	pushing
asks questions for clarification	demanding
listens in a friendly manner	projecting
encourages the flow of information	lying
able to discuss difficult issues	fighting
fosters mutual respect	awfulizing
receptive to verbal and nonverbal com.	generalizing
exchanges constructive feedback	shoulding
sensitive to the feelings of others	sulking