



Effective Communication

Presented by WYS - Outreach and Engagement

Purpose of Today's Workshop

- ▶ Look at the various types of communication & the “ideal” style
- ▶ Look at how we may communicate appropriately



Verbal vs. Non Verbal



VS

Words

Non-Verbal

- Facial expressions, eyes
- Touching
- Tone of voice
- Less obvious messages such as dress
- Posture
- Spatial distance between two or more people

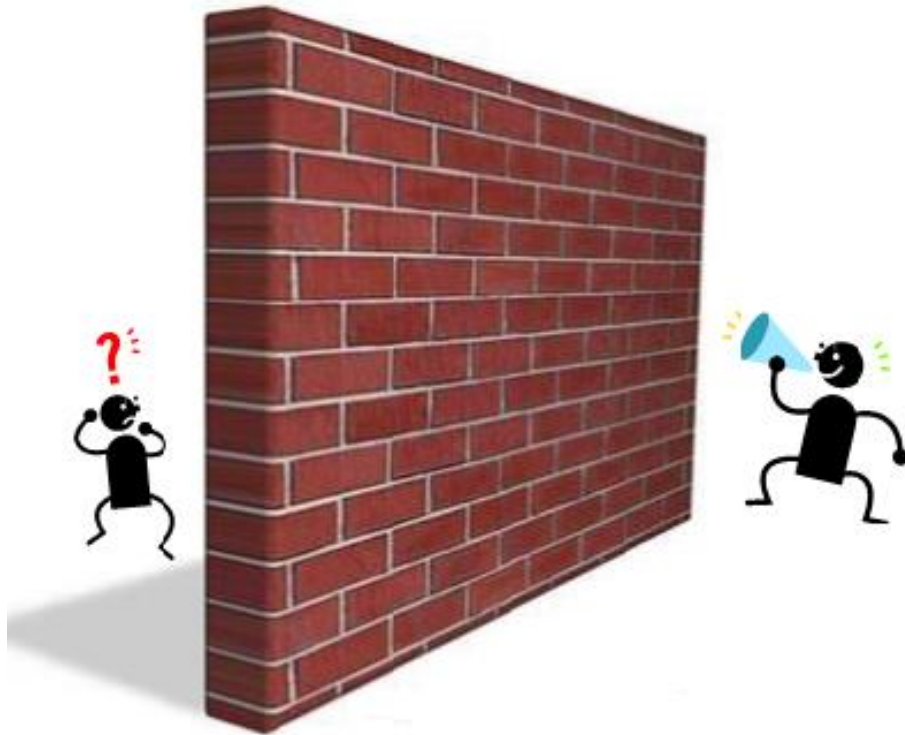


Verbal



- Speaking
- Sign Language
- Writing
- Email
- Letter

Barriers to Effective Communication



- Personal
- Emotional
- Language
- Environment

Communication Styles – Behaviors

- ▶ Passive
- ▶ Aggressive
- ▶ Passive –Aggressive
- ▶ Assertive



Passive Behavior



“ I don’t really matter.”

- ▶ Don’t express needs, opinions, and feelings
- ▶ Apologize for things that aren’t their fault
- ▶ Do not respect their own rights
- ▶ Feel they don’t have a right to ask for things they want
- ▶ Avoid conflict, even at their own discomfort

Aggressive Behavior

“ You don’t really matter”

- ▶ Don’t respect needs, opinions, or feelings other than their own.
- ▶ Do not apologize for things, even when they are at fault
- ▶ Do not respect the rights of others
- ▶ Feel others do not have a right to ask for things they want
- ▶ Avoid discomfort, even at the risk of conflict



Passive-Aggressive Behavior



“I don’t know what matters!”

- ▶ Tries to deal with needs, opinions, and feelings by NOT dealing with them
- ▶ May apologize, but secretly resents it. Often uses sarcasm
- ▶ Often functions as a victim learned helplessness
- ▶ Avoids conflict in an indirect way (muttering under their breath, dirty looks, slamming doors, etc.)

Assertive Behavior

“Take control of your own life!”

- ▶ Respects needs, opinions, and feelings, both their own and other people’s.
- ▶ When they are at fault they apologize, but allow others to take responsibility for their own actions as well.



Strategies – “I Care” Statements



- ▶ Sometimes we want to speak up for our rights, but we don't know what to say or do. When we are angry or hurt, we often want to just get even and hurt everyone else.
- ▶ This is a way of helping you to communicate fairly it is “I Care Language”

I- Care Statements

1. **Name** - Alex
2. **Say how you feel** - I feel angry
3. **Say why** - when you take my stuff without asking
4. **Say what you want** - Please ask me first

Strategies – Body Language



- ▶ Watch your body language - make sure it is not threatening
- ▶ Stand straight with your hands at the sides
- ▶ Don't threaten the other persons space by standing too close
- ▶ Look at the person you are speaking to
- ▶ Speak clearly and politely
- ▶ Try and discuss your problem privately

More Strategies...

- ▶ Work toward a solution where both parties can have some of their needs met.
- ▶ Focus on areas of common interest and agreement, instead of areas of disagreement and opposition.
- ▶ Do not jump to conclusions or make assumptions about what another is feeling or thinking.



Hearing vs. Listening

Hearing Vs. Listening

Hearing

- Implies perceiving sounds
- Is a passive process
- Involves effortless activity

Listening

- Understanding information with involvement from mind and body
- Is an active process
- Requires conscious efforts, concentration and interest

WESTERN YOUTH SERVICES

Outreach & Engagement Program

- ✓ **Free Services for All Ages**
 - Case Management.
 - Workshops.
 - Support Groups.
 - Referral & Linkage.
- ✓ **Services are available for all who live in Orange County**

WYS CLINIC

- ✓ **Therapy**
 - Up to the age of 21
 - Medical



Resources

EXTERNAL

✓ **Family Resource Centers**

- San Juan Capistrano - Address: 27412 Calle Arroyo, San Juan Capistrano, CA 92675 Phone: (949) 489-7742
- Lake Forest - Address: 22481 Aspan St, Lake Forest, CA 92630 Phone: (949) 364-0500

✓ **At school:**

- Teachers
- Counselors
- Nurses

✓ **Religious Communities for support**

