



33a H&H: Communications Skills



33a H&H: Communication Skills Class Outline

5 minutes	Attendance, Breath of Arrival, and Reminders
10 minutes	Lecture:
25 minutes	Lecture:
15 minutes	Active study skills:
60 minutes	Total



33a H&H: Communication Skills Class Reminders

Exams:

- 34a Exam (1b, 2a, 2b, 3a, 3b, 4a, 5a, 6a, 7a, 8b, 9a, 9b, 11a, 12a, 13a, 13b, 14a, 15a, 16a, 17a, 17b, 20a, 20b, 21b, 22a, 23a, 24a, 24b, 25a, 26a, 27a, 28a, 29a, 30a, 30b, and 31b)

Assignments:

- 36b State Law Review Questions
 - RQ Packet A: 159-164

Early Warning!

- Begin working on assignment 43a Swedish: Outside Massages (A: 57-58 and 59-62)

Preparation for upcoming classes:

- 34a Exam (2.5 hours)
- 34b Chair Massage: Technique Review and Practice (2 hours)



Classroom Rules

Punctuality - everybody's time is precious

- Be ready to learn at the start of class; we'll have you out of here on time
- Tardiness: arriving late, returning late after breaks, leaving during class, leaving early

The following are not allowed:

- Bare feet
- Side talking
- Lying down
- Inappropriate clothing
- Food or drink except water
- Phones that are visible in the classroom, bathrooms, or internship

You will receive one verbal warning, then you'll have to leave the room.



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Definitions



Going around the room,
say something about how
you define
COMMUNICATION
or
COMMUNICATING



Some possibilities . . .

- To be connected
 - Expressing thoughts and feelings through words and actions
 - Transfer of information from a sender to a receiver
- Level of understanding
 - Exchange of information
 - To make known
 - Verbal & non-verbal



Intention?

Does the sending of information
need to be intentional?



Intention?

Does the sending of information
need to be intentional?



I didn't mean to send
THAT message!

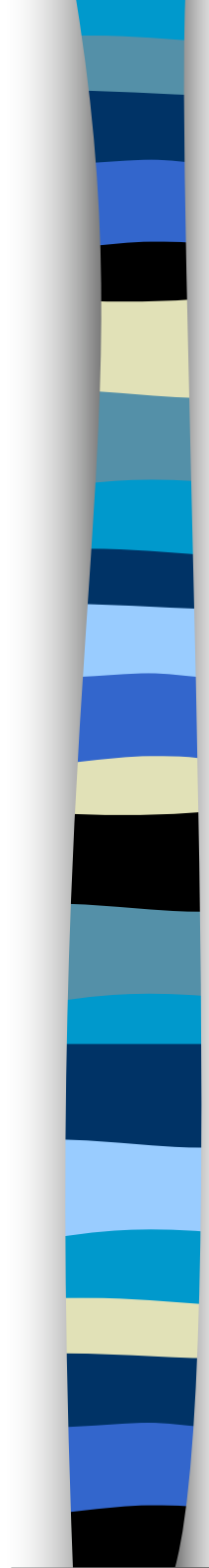


Does the communication
need to be received?



Does the communication
need to be received?

What did you
say?



Does communication = shared experience?



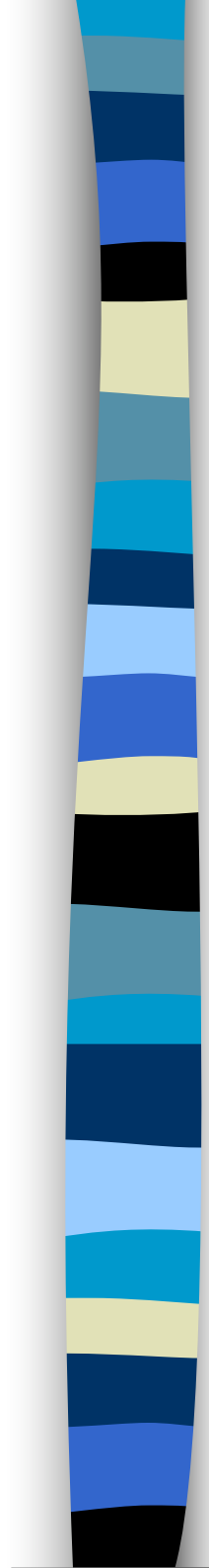
The sky is blue

Does communication = shared experience?

I see some pinks
and greens in
that blue sky too

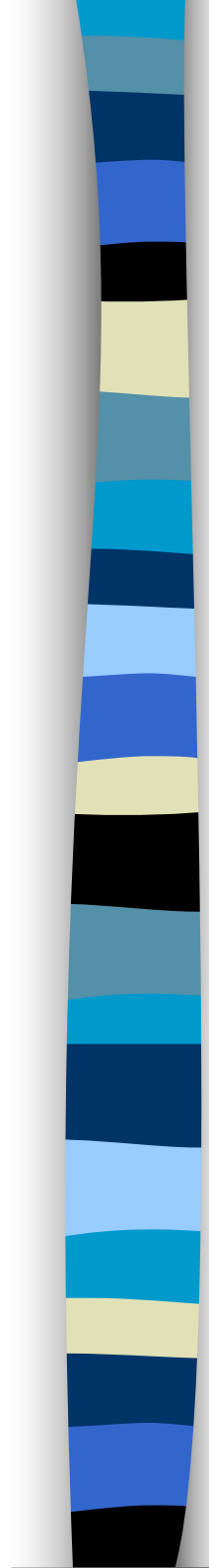


Make two lists:



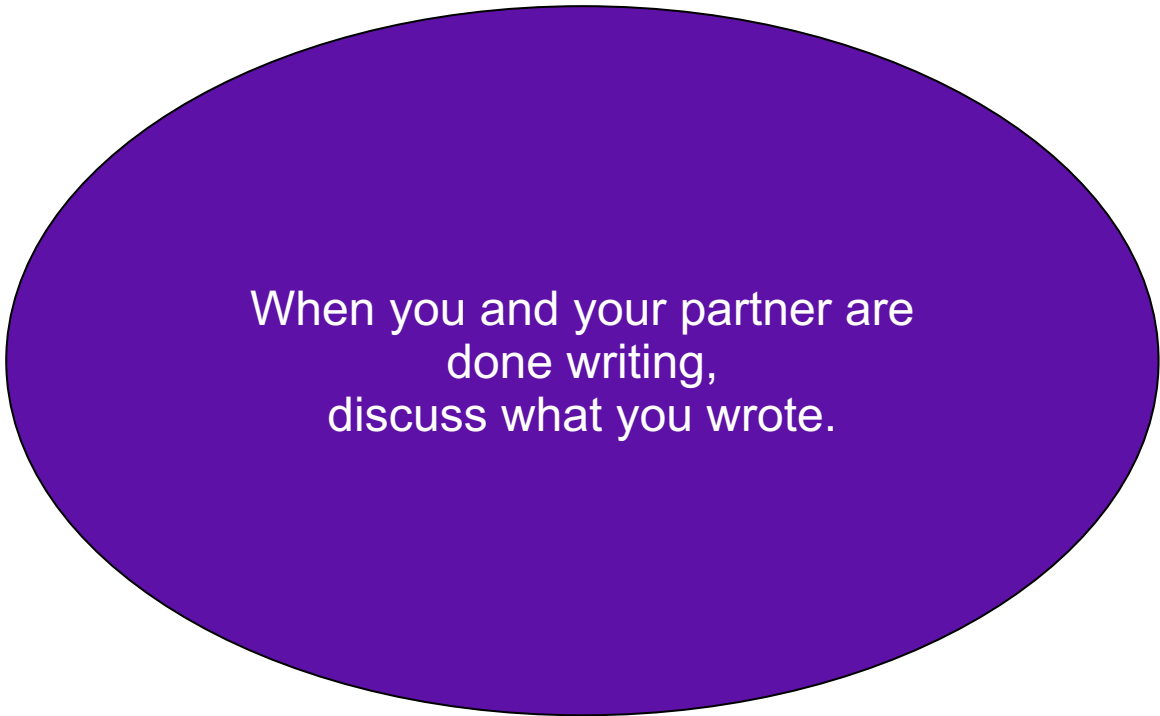
Results of successful
communication

Results of unsuccessful
communication

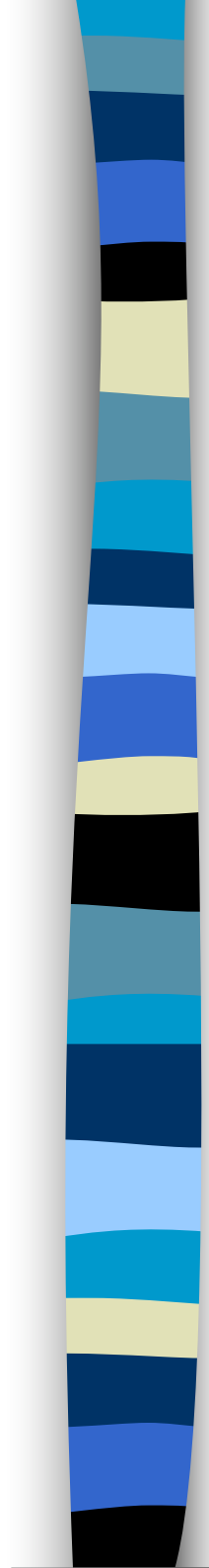


Results of successful
communication

Results of unsuccessful
communication



When you and your partner are
done writing,
discuss what you wrote.



Results of successful communication

- Self expression
- Clarity
- Connection
- Learning
- Growing
- On the same page

Results of unsuccessful communication

- Hurt feelings
- Loss of relationship
- Confusion
- Pain
- Frustration
- Failure



Make two more lists:



Skills and attributes for
successful communication

Skills and attributes for
unsuccessful communication



Skills and attributes for
successful communication

Skills and attributes for
unsuccessful communication

When you and your partner are
done writing,
discuss what you wrote.



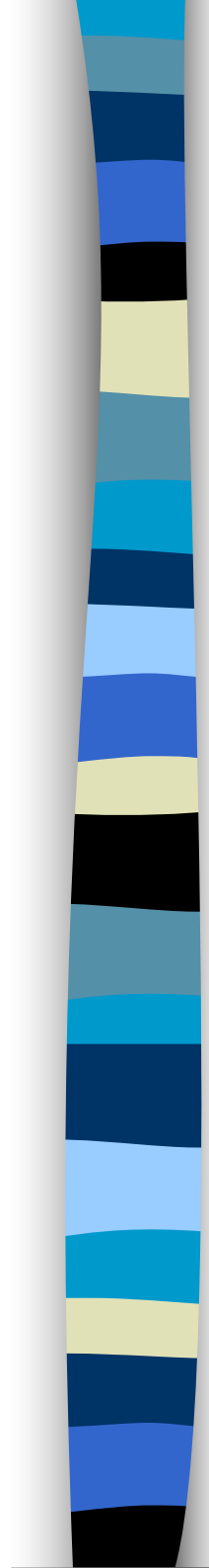
Skills and attributes for successful communication

- Eye contact
- Use “I” statements

Skills and attributes for unsuccessful communication



Constructive Criticism



■ Descriptive	not	Evaluative or judgmental
■ Specific	not	General
■ About behavior that the person can control now	not	The person, personally
■ Considers the needs of both people	not	To hurt or gain advantage the
■ Solicited or in response to a specific question	not	Imposed on others
■ Well-timed, earliest opportunity	not	Before the person is ready to hear it
■ An amount that can be useful	not	Everything
■ What and How	not	Why
■ Authentic	not	Lacking compassion



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