



## 33a H&H: Communications Skills



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### 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  
(0b, 2a, 2b, 3a, 3b, 4a, 5a, 6a, 7a, 8b, 9a, 9b, 11a, 12a, 13a, 13b, 15a, 16a, 17a, 17b, 18a, 20a, 20b, 21b, 22a, 23a, 24a, 24b, 25a, 26a, 27a, 28a, 29a, 29b, 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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H - 35

# 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!

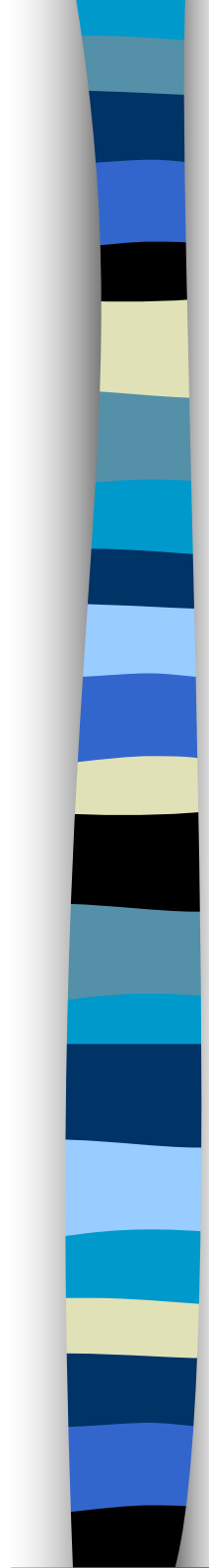


Does the communication  
need to be received?



Does the communication  
need to be received?

What did you  
say?



Does communication = shared experience?



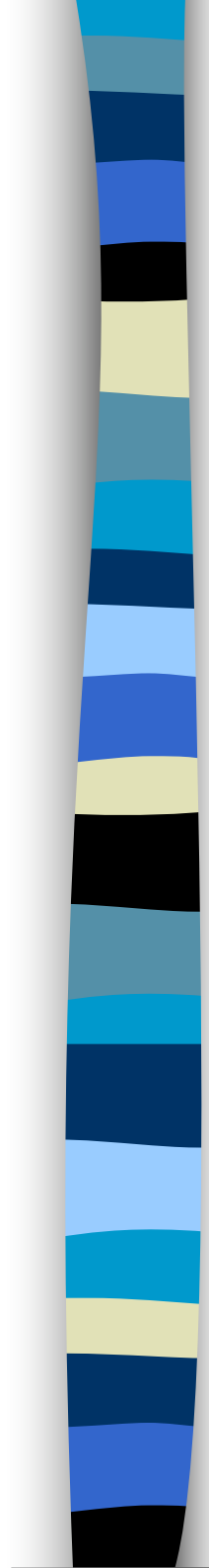
The sky is blue

Does communication = shared experience?

I see some pinks  
and greens in  
that blue sky too

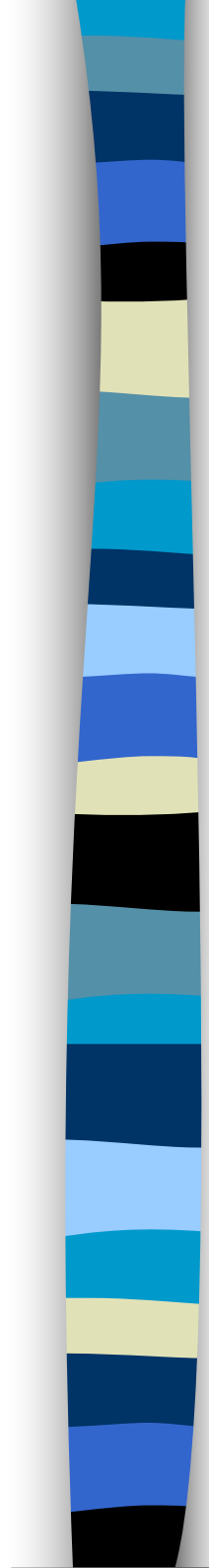


Make two lists:



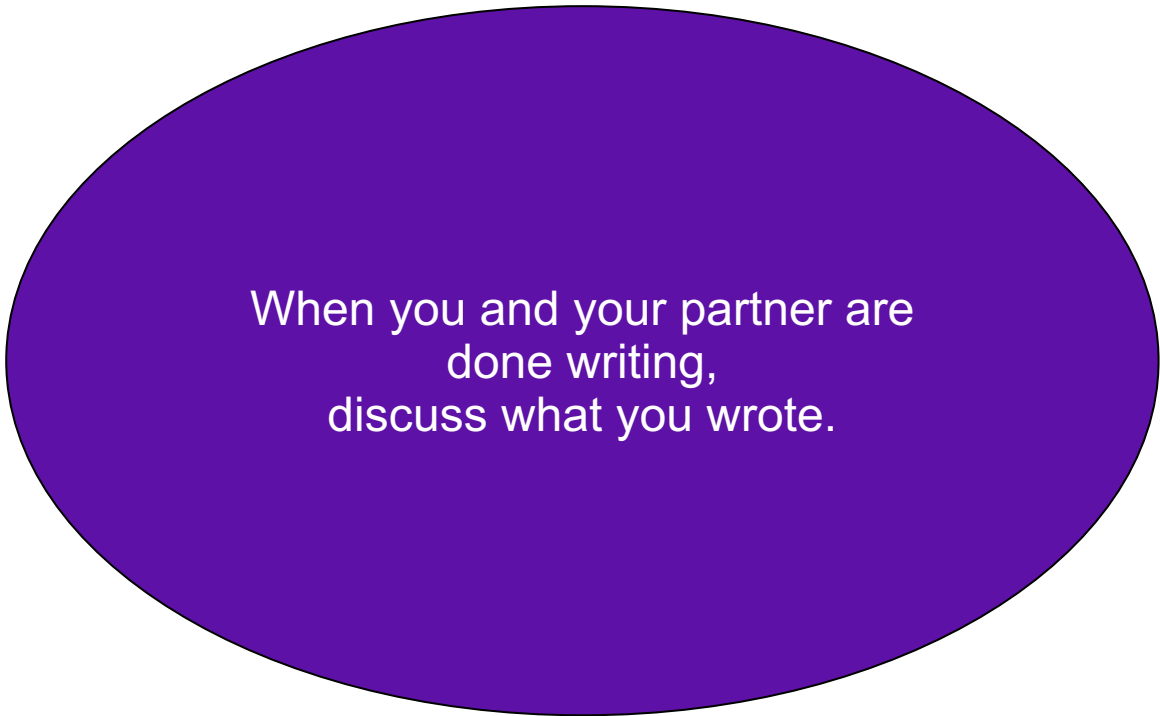
Results of successful  
communication

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.



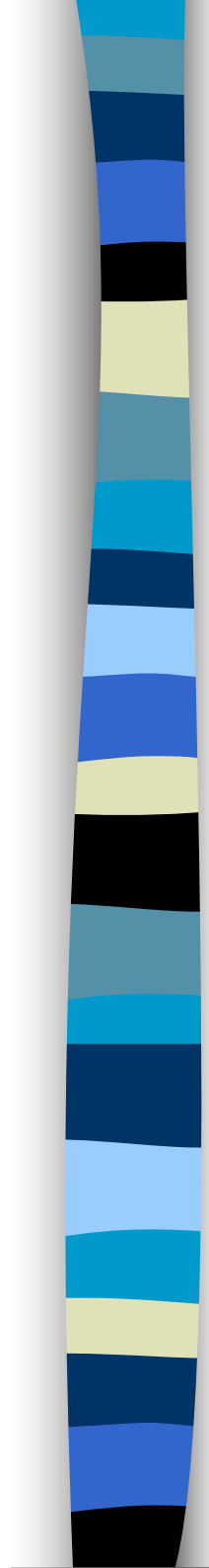
## Skills and attributes for successful communication

- 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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