

Communication - Part 1

ELEMENTS OF COMMUNICATION

- **WORDS** — (10%) “Word count” alone does not equal good communication.
- **TONE OF VOICE** — (40%) Sweetness, sarcasm, understanding, criticizing.
- **“BODY LANGUAGE”** — (50%) Eye contact, mannerisms, facial expressions, interest/disinterest, posture, etc.



LEVELS OF COMMUNICATION

- **CLICHE** — trite expressions, greetings, casual conversation, non-invasive **NO vulnerability**
- **NARRATION** — giving information, reporting facts
- **IDEAS & JUDGMENTS** — venturing opinions, dreams, hopes, fears, values, etc.
- **FEELINGS & EMOTIONS** — how one feels about things, ideas, judgments, etc.
- **PERSONAL & INTIMATE** — spiritual matters, intimate concerns **TOTAL vulnerability**



HOW MEN COMMUNICATE

- Fact-oriented, rational, logical, thinks “bottom line,” geared to solving problems
- Finds it difficult to express emotions

HOW WOMEN COMMUNICATE

- Feeling-oriented, emotional & random, geared to “talking through” problems
- Finds it easy to express emotions

