

## COMMUNICATION TOPICS



### **LISTENING**

1. Telephone Exercise
2. Listen through filters of life
3. Active listening

### **BEING PRESENT**

1. Cellphones of today
2. Eye contact, body position, interactive listening, time-clock watcher
3. “Yesterday’s the past, tomorrow’s the future, but today is a gift. That’s why its called the present. “ Bill Keane

### **SPEAKING**

1. Starting—clearing—Attentive to the audience
2. Um’s, Ah’s, So, You know,.....BUT
3. Volume Quiet vs Loud

### **BODY LANGUAGE**

1. 85-95% of our communication is non-verbal
2. Ways of talking
3. Crossed Arms and Legs

### **BEING IN ANOTHER PERSON’S WORLD**

1. Listen for what might be happening in their life
2. Be aware of all the first 4 points
3. Ask questions do not assume it makes an A\*\* of YOU & ME

### **WHY COMMUNICATION?**

INTIMACY ——— IN TO ME YOU SEE!!!!