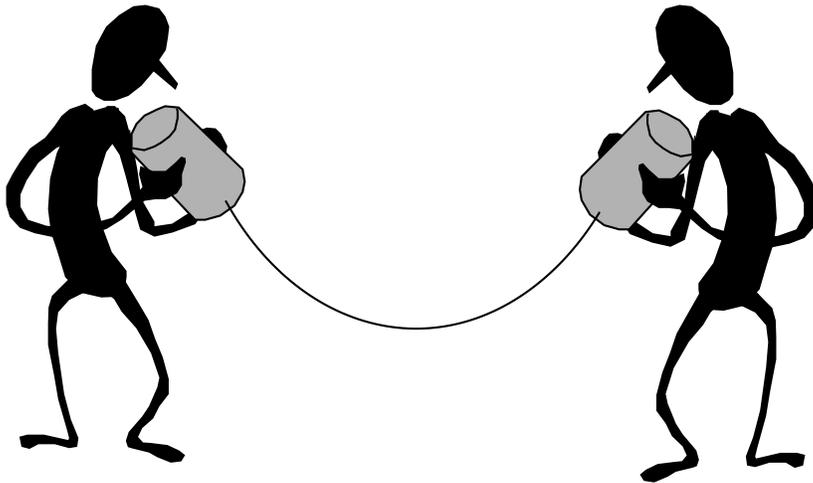
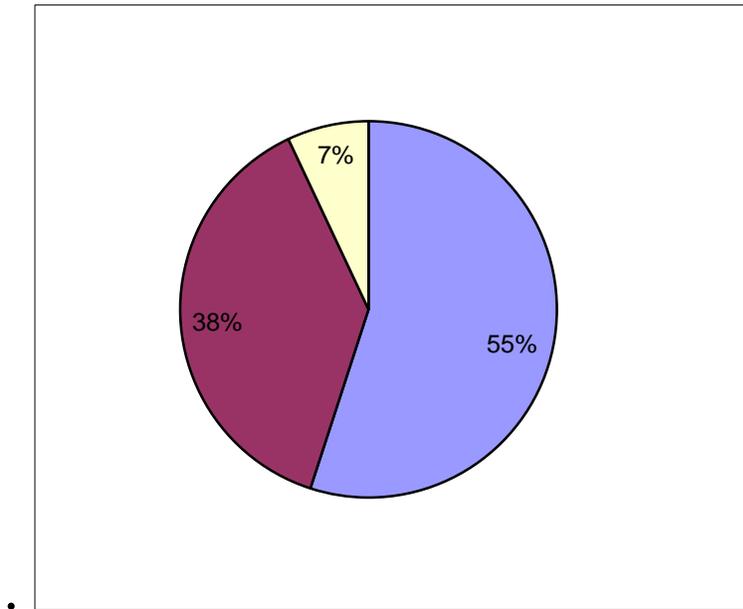


COMMUNICATION



- 1) TO CONVEY KNOWLEDGE OF OR INFORMATION ABOUT
- 2) TO REVEAL BY CLEAR SIGNS
- 3) TO TRANSMIT INFORMATION, THOUGHT, OR FEELINGS SO THAT IT IS SATISFACTORILY UNDERSTOOD

HOW WE COMMUNICATE



1. 55% _____ Body Language _____

2. 38% _____ Tone of Voice _____

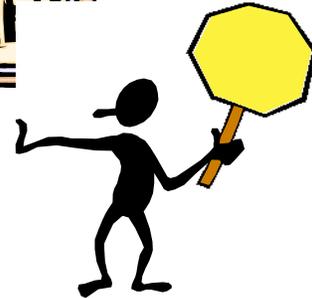
3. 7% _____ Words _____

WHY UNDERSTANDING IS IMPORTANT



1. *To avoid / Resolve conflict*
2. *To gain information
(in order to gain, must apply)*
3. *To fulfill needs - physical, emotional, intellectual,
spiritual.
All of us have needs - at times more critical.
Share gospel here if applicable.*

BODY LANGUAGE



POSITIVE □ NEGATIVE

VOICE TONE *Calm* *Harsh, Sharp*

FACIAL EXPRESSION *Smile, blank* *frown, grimace*

POSTURE *Relaxed* *Rigid*

EYE CONTACT *Direct, adjusted* *Stare, glare, none*

TOUCHING *pat, hug, handshake* *hit, kick, slap, etc.*

GESTURES *wave, open hands* *Obscene, shaking fist*

BODY SPACE *Respect* *Disrespect*
(*demonstrate social space, personal space, intimate space*)