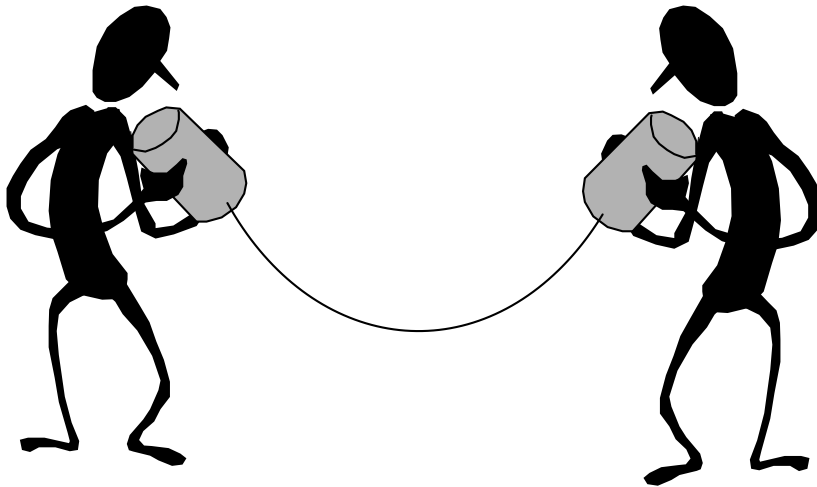
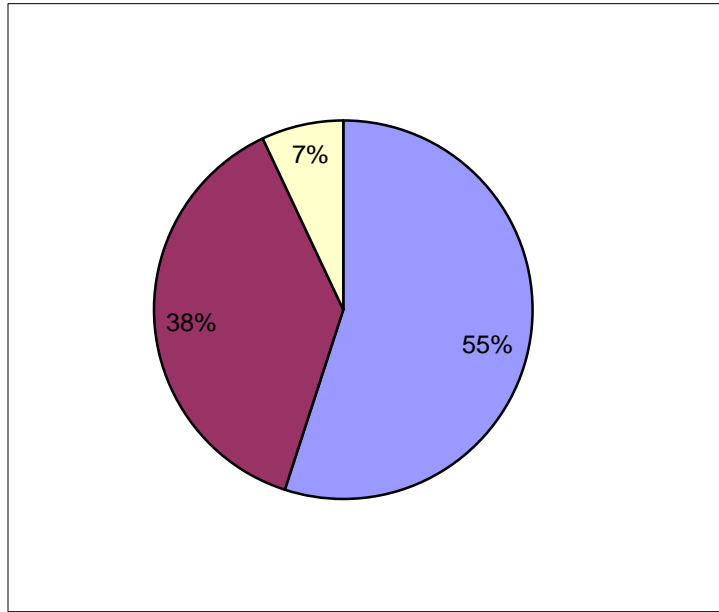


# COMMUNICATION



- 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)