

The Art and Science of Communication Knowledge Course

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Characteristics of a Clear Message

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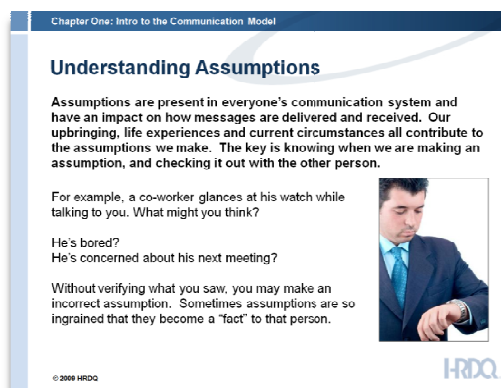
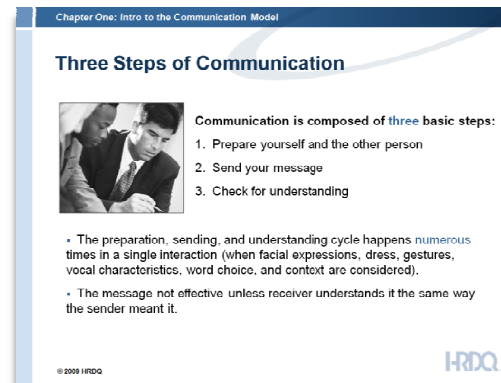
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Chapter One: Intro to the Communication Model

Three-Step Model: Step Two

2. Send your message

The second step of the communication model is sending your message. Look at this picture and think about how you would describe it — not only what you literally see, but also the “backstory” — what you think is going on in the picture.



If you described this picture to someone else, how closely do you think the picture in their head would match the actual photo?




It can be difficult to send a clear message.

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Chapter One: Intro to the Communication Model

Three Styles of Communication

Your communication style is an important element of sending your message. There are three general styles of communication:

Passive	Aggressive	Assertive
 <p>You put the rights of others before your own, minimizing your own self worth.</p> <p>Verbal clues: Soft or tentative voice, indirect requests, apologetic; always agrees, doesn't speak up.</p>	 <p>You stand up for your rights but violate the rights of others.</p> <p>Verbal clues: Monopolizes and interrupts, sarcastic and condescending, poor listener, blaming others.</p>	 <p>You stand up for your rights while maintaining respect for the rights of others.</p> <p>Verbal clues: States expectations without labels of judgments, honest and direct, checks on others' feelings, effective listener.</p>


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Chapter One: Intro to the Communication Model

Active Listening

Goes beyond waiting for the other person to finish talking



- Does not involve giving answers, directions, or taking control of a conversation
- Requires 100% attention: Must eliminate distractions in order to concentrate on the speaker
- Requires proof of respect: Must let the other person know you take his/her views and/or opinions seriously
- Requires proof of understanding, not just proof of listening

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