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**Open**

**Skillswise** SKILLSWIS

Responding to opinions - answers

1. Mary is happy at the music, but is that?  
Correct answer: **Yes**
2. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
3. Is the woman who likes to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
4. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
5. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
6. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
7. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
8. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
9. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**
10. He likes you, does he like to meet if you said 'No' to it, but is that?  
Correct answer: **Yes**

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The 8 Fundamentals of Communication

- EMPATHY**  
for listening and respect
- PAUSING**  
to improve listening and clarifying skills
- INTROSPECTION**  
to improve self-understanding
- TURN-TAKING**  
to improve self-regulation skills
- ESTABLISHED PROCEDURES**  
to include non-verbal communication
- CONVERSATION SKILLS**  
for productive dialogue
- RESPECTFUL VOCABULARY**  
to avoid heated conversations
- PRACTICE IN NATURAL SETTINGS**  
to raise confidence for different situations

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Worksheet NAME: \_\_\_\_\_

## Communicating with Peers and Supervisors

### Non-Verbal Communication

There are lots of ways to talk with others. You can get your message across without even saying a word. This is called non-verbal communication. These are gestures, facial expressions and eye contact. This type can set the tone for an entire chat. Do you walk into your boss' office with crossed arms and a dirty look? If so he will assume you are mad about something.

Non-verbal communication can help repeat the message that is spoken. It can change a message altogether. They can replace spoken words. For example, a person's eyes can send a bigger message than words. They can add to a spoken message. Like a pat on the back while saying "Good job!" They can underline a spoken message. Like pointing to something.

**Help Ryan:** Ryan thinks that he gets along with his work mates. But his work mates would say he is scary. They say his eyes are overpowering. And if he shakes your hand, he lunges. Ryan is a caring guy who secretly wishes he had more work friends. But his non-verbal ways keep people away.

Circle all the **actions** that would help Ryan improve his body language.

Whisper	Talk Quick	Lower Shoulders	Frown	Whistle	
Smile	Cry	Listen	Scream	Interrupt	Relax

### Team Building Exercise

*What you will need:* Popsicle sticks and glue.

*What you will do:* Get into groups of 4. Two will be the bosses. Two will be the workers. You will need to build a bridge out of Popsicle sticks. The bosses will give the directions to the workers. But there is a catch! You cannot talk. You can use eye contact, pointing, hand and facial gestures, and body language. Try this for 10 minutes then have the bosses and workers switch places.

1. Was this activity hard?
2. Were there times when the workers did not understand what you were trying to say? What went wrong?

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### Quiz & Worksheet - Communication Skills

1. Which of the following does NOT indicate that Tim has good communication skills?
  - Tim is charming in small talk situations because he asks others a lot of questions about themselves.
  - Tim can clearly and collectedly convey and receive messages to and from others verbally and through body language.
  - Tim can convey his feelings calmly during an argument with his wife, Anna.
  - Tim can deal with life stressors and negative events that unexpectedly occur.
2. Which of the following is NOT true of open-ended questions as a communication skill?
  - Open-ended questions allow others to talk about themselves.
  - Open-ended questions are questions that yield a 'yes' or 'no' answer.
  - Answers to open-ended questions give the person who asked the question the opportunity to learn something new.
  - People will typically have a favorable impression of someone who asks them a lot of questions about their life.
3. Anthony was trying to be supportive of his buddy, Wyatt, when Wyatt's girlfriend broke up with him. Wyatt was genuinely down and sullen. Anthony was in a great mood before finding out about Wyatt's girlfriend but he brought his mood down to comfort his friend. What communication skill is Anthony practicing?
  - Asking open-ended questions to the other.
  - Using friendly body language.
  - Matching mood, body language and voice tone to the other.
  - Using 'I statements.'

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