

# Communication Skills

## Parent Involvement Series | Level 1




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Communication Skills | Level 1

### Components of Communication

<p><b>Verbal</b></p> <ul style="list-style-type: none"> <li>• The words we choose</li> </ul>	<p><b>Used to:</b></p> <ul style="list-style-type: none"> <li>▪ Send clear, concise messages</li> <li>▪ Receive and correctly understand messages</li> </ul>
<p><b>Nonverbal</b></p> <ul style="list-style-type: none"> <li>• Our body language</li> </ul>	
<p><b>Paraverbal</b></p> <ul style="list-style-type: none"> <li>• How we say the words</li> </ul>	

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### Effective Verbal Messages



- Are brief, succinct and organized
- Are free of jargon
- Do not create resistance in the listener
- Helps the listener understand YOUR perspective
- Can normalize issues/problems and reduce resistance



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Refer to Study Guide, Section 1

## Nonverbal Messages

- Account for about 55% of what is perceived/understood by others
- Are conveyed through our facial expressions, postures and gestures
- Are the primary way that we communicate emotions

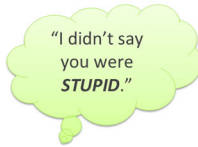
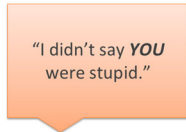
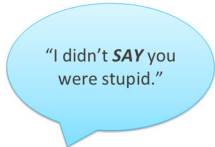


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## Paraverbal Messages

Vocal part of speech, excluding the actual words one uses:

- Tone** – strive for a tone that is caring and open
- Volume** – use volume appropriate for the distance
- Cadence** – deliver your message using an even rate and rhythm



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## Paraverbal Communication Points

Create a positive, authoritative tone by:

- Trying to lower pitch of voice
- Smiling warms your voice
- Monitoring inner monologue
- Entertaining positive thoughts
- Remaining calm



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Refer to Study Guide, Section 2



## Receiving Messages

Listening:

- Is the key to receiving messages effectively
- Requires concentration and energy
- Involves a psychological connection with the speaker
- Requires a desire and willingness to try and see things from another's perspective
- Requires that we suspend judgment, evaluation and approval

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Refer to Study Guide, Section 3

## Giving Full Physical Attention to the Speaker

**We create a posture of involvement by:**

- Leaning gently towards and facing speaker squarely
- Maintaining an open posture, arms and legs uncrossed
- Maintaining appropriate distance between us and speaker
- Moving our bodies in response to speaker

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Refer to Study Guide, Section 4



## Speaker's Nonverbal Messages

**Speaker's body language:**

- Allows listeners to develop hunches about what is being communicated
- Shows how they are feeling
- Expresses intensity of the feeling

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## Attention to Words and Feelings

**To understand the total meaning of a message we must understand:**

- Feeling and content of the message
- We are more comfortable dealing with content than intense feeling
- Our tendency is to try to ignore the emotional aspect of message/conflict



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## Reflective Listening Skills (Responding)

- Restating feeling and/or content
- Increases effectiveness of our overall communication
- Part of verbal component of sending/receiving messages
- Reflects our understanding back to speaker
- Validates speaker by being heard/acknowledged
- Opportunity for speaker to give feedback

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Refer to Study Guide, Section 5

## Barriers to Effective Communication

- Can exist in any components of communication
- Stress causes people to inject barriers
- Used 90% of the time in conflict situations
- Have a negative effect
- Keeps **meaning** from meeting
- **Meaning** barriers exist between all people



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Refer to Study Guide, Section 6

## Verbal Communication

Tools	Barriers
<ul style="list-style-type: none"> <li>▪ Paraphrasing</li> <li>▪ Reflecting Feeling</li> <li>▪ Summarizing</li> <li>▪ Questioning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attacking</li> <li>▪ "You" messages</li> <li>▪ Showing power</li> <li>▪ Shouting/refusing to speak</li> </ul>

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## Nonverbal Communication

Tools	
<ul style="list-style-type: none"> <li>▪ Warm smile</li> <li>▪ Unfolded arms, uncrossed legs</li> <li>▪ Leaning forward</li> <li>▪ Relaxed body</li> <li>▪ Direct eye contact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Appropriate proximity</li> <li>▪ Nodding in agreement</li> <li>▪ Appropriate touch</li> <li>▪ Dress for success</li> </ul>

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## Nonverbal Communication

Barriers	
<ul style="list-style-type: none"> <li>▪ Flashing or rolling eyes</li> <li>▪ Quick or slow movements</li> <li>▪ Arms or legs crossed</li> <li>▪ Gestures made with exasperation</li> <li>▪ Slouching, hunching over</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staring at people or avoiding eye contact</li> <li>▪ Poor personal care</li> <li>▪ Doodling or excessive fidgeting with materials</li> </ul>

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## Effective Communication

- Is two way and involves active listening
- Reflects the accountability of speaker and listener
- Utilizes feedback
- Is free of stress and is clear

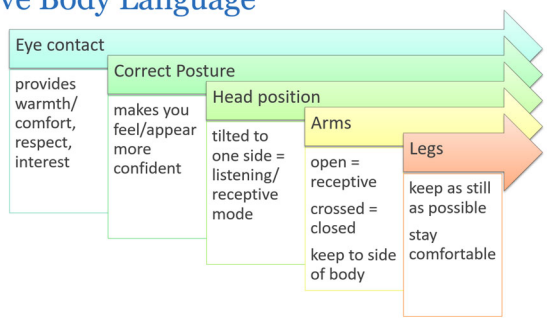



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## Positive Body Language



- Eye contact**  
provides warmth/comfort, respect, interest
- Correct Posture**  
makes you feel/appear more confident
- Head position**  
tilted to one side = listening/receptive mode
- Arms**  
open = receptive  
crossed = closed  
keep to side of body
- Legs**  
keep as still as possible  
stay comfortable

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Refer to Study Guide, Section 7

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## Use Positive Body Language

- Angle of the body in relation to others gives an indication of your attitude
- Hand gestures – palm slightly up and outward = open/friendly
- Distance from others – respect personal space/comfort zone
- Ears – listen twice as much as you speak
- Mouth movements give away many clues

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## Additional Resources

- Partners Resource Network**  
PRNTexas.org
- U.S. Department of Education**  
ed.gov
- Wrightslaw**  
wrightslaw.com
- Texas Education Agency (TEA)**  
tea.state.tx.us





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 **Partners Resource Network**  
Empowerment Through Education

## Thank You

-  Partners Resource Network  
Offices in Lubbock, Houston, Austin, El Paso,  
and Dallas/Ft. Worth
-  Toll Free: 1.800.866.4726
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