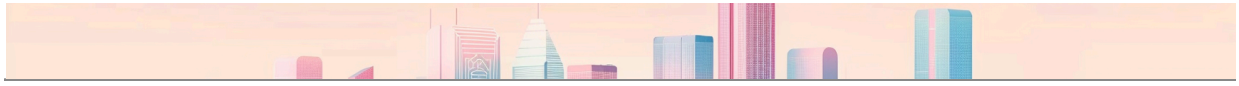


# STUDY GUIDE



## INTRO TO BEHAVIORAL HEALTH - UNIT 2

For this unit, you need to learn...

- **Constructive vs. Destructive** communication practices
  - Be able to identify healthy & unhealthy behaviors from scenarios or stories
- What is an “**I-Feel**” statement and how should it be used in a conflict scenario.
- How to establish healthy **boundaries**
  - The difference between a boundary and an **ultimatum**
- What is civil discourse
  - Be able to identify appropriate, civil responses in scenarios or stories
- The four styles of communication, and how they relate to the principle of **consideration**
  - Aggressive, Passive-aggressive, Passive, & Assertive
- The four components of **nonverbal communication** that we discussed in class
  - Gesture, Posture, Eye Contact, & Dress (clothing)
    - Be able to identify how nonverbal communication can impact a situation in a scenario or story.
- The **zones of personal space**, and what determines each
  - Public, Social, Personal, & Intimate
- The positive & negative impacts **technology** has on our communication
  - Be able to identify appropriate **etiquette** for online behaviors in scenarios or stories

### Exam Questions per Lesson\*

Destructive & Constructive.....	12
Nonverbal Communication.....	6
Technology & Communication....	7

\* “Exam Questions per Lesson” are estimates, as exams may be updated over time.

- How can technology affect our professional & educational opportunities?