10th Grade

COMMUNICATION STYLES

1. Effective Communication (Speaking and Listening with Intent)

Recognizing and using formal versus informal language based on the context. Adjusting spoken language to the audience and context.

Formal Language - Proper and polite structure, longer sentences, lacks personal pronouns, uses more sophisticated words, uses correct grammar, used with non-peers and people you don't know well, used in ceremonies, politics, business, career or educational situations.

Informal Language - Casual and less rigid structure, shorter sentences, includes personal pronouns, uses more simple words, uses correct grammar, used mainly with peers and other people you know well, used in personal situations.

Active Listening Strategies to Improve Communication

Encouraging - To show interest, To allow the person to talk

Eliciting - To get information, To encourage the person to show their feelings and concerns, To have an open conversation

Restating -To show that you are listening, To verify your comprehension of what they've said.

Clarifying - To find out more about underlying concerns, To understand ambiguous or unclear statements

Empathizing - To understand events from others' perspectives, To show you respect their point of view.

Summarizing - To conclude the main ideas in the conversation

Reframing - To transition into problem solving, To refocus the discussion from past events to future goals, To encourage others to rethink positions.

Interpreting F2F Communication versus Digital Communication

F2F Communication

– Body Language, gestures facial expressions

– Words

– Tone of voice

Digital Communication

Be wary of what is missing when messages are digital. Be conscious of why you are using specific modes of communication and set criteria for your online presence (your digital footprint). Good digital communication should embody your values and meet these criterion:

– Truthful

– Helpful

– Inspiring

– Necessary

– Kind