

Discovering Life Skills

Chapter 4: Communicate with Others

Chapter Summary

Communication is the process of sending and receiving messages about ideas, feelings, and information. Nonverbal communication can show how you feel about yourself and others. Listening is just as important as speaking. Communication is only effective when ideas or information is exchanged. It cannot be one-sided. People use different styles of communication, sometimes based on their personality or background. Communication through conversation is the sharing of ideas, thoughts, and feelings.

Conflicts happen. You can prevent some conflicts by heading off problems before they start. Pay attention to your own behavior. Learn to control your anger to help prevent conflicts. Conflict resolution often means reaching a compromise. Negotiation skills can help you find a compromise. This requires give-and-take, in which both sides give up some demands and both sides get some of what they want.