

CHAPTER SUMMARY

Section 4.1

Communicating with Others

Communication involves sending and receiving verbal and nonverbal messages. Verbal messages use words, while nonverbal messages are sent without the use of words. "I" messages help you communicate how you feel and what you think without hurting the feelings of other people. Body language, eye contact, and personal appearance all contribute to the messages you send.

Section 4.2

Other Forms of Communication

When you are not communicating face-to-face, you cannot depend on body language and facial expressions, so you must really focus on being clear. Telephone etiquette involves choosing an appropriate time and place to call or text and avoiding distractions. When communicating in writing, you need to consider to whom you are writing, the purpose of your message, and the subject of your message.