|  | Name | Period | Date |
|--|------|--------|------|
|--|------|--------|------|

Ask for feedback to

determine mutual

•Take responsibility for the

delivery and reception of

understanding

your message

## **Five Steps for Effective Communication**

Resolve communication problems in your scenario by following these steps.

Reflection

Use non-defensive listening

•Hear the other person's meaning-not yours. Listen for his or her intent

•Reflect on your listening skills and if you were understood

**Express yourself** 

using I-statements

• Find your voice

Define the Problem

commuication problem

Describe the

1. \_\_\_\_\_