

ELEMENTS OF EFFECTIVE COMMUNICATION SKILLS

VERBAL COMMUNICATION (Verbal)

	PASSIVE	CONFIDENT	AGGRESSIVE
Vocal tone: →	• passive tone (quiet)	• confident tone (good volume)	• aggressive tone (loud)
Response: →	• passive response (no answer)	• response (clear, appropriate language)	• response (abusive language)

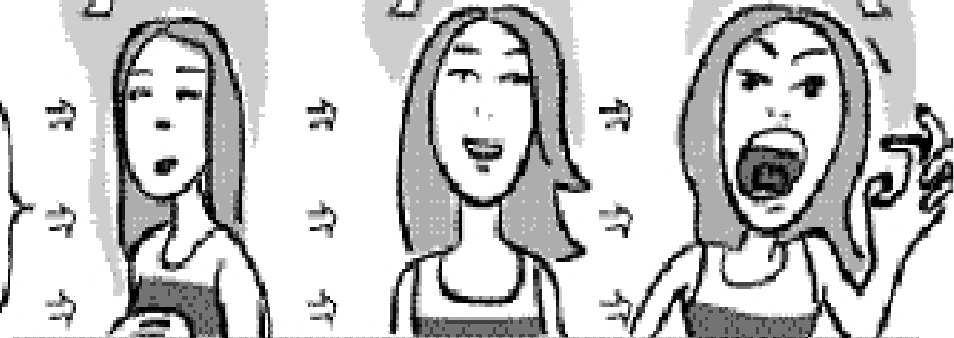
BODY LANGUAGE

(Non-Verbal)

Eye contact: →

Calm pose: →

Personal space: →



• Describe the elements of an effective "I" message that include:

