

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)



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

