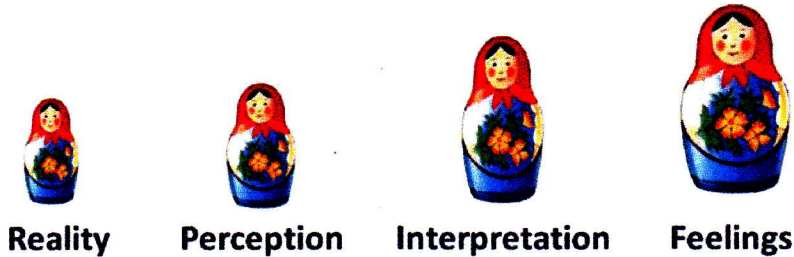


Basics of Communication

The Universal Communication Process

A. The "Nesting Doll" Model



97 % of Communication is Non-Verbal, but the problem with non-verbal behavior is that it is often **AMBIGUOUS!!**

B. The "Fax" Model

The Sender/Speaker is responsible for **sending a clear message.**

The Receiver/Listener is responsible for **verifying the message was received as sent.**

C. The "I Message"

"I feel/felt _____

(Feeling Word, not "feel that" – Taking responsibility for one's own feelings)

When _____

(Facts – Video Camera Description – Stating the behavior that is a problem)

Because _____

(Thoughts +/- Tangible Effect – what is it about the behavior that is a problem)

And what I want or need is _____

(Future change/result – offering a preferred alternative to the behavior)

Why I messages?

- Increases ↑ Clarification
- Decreases ↓ Defensiveness

In the space below, practice an "I Message."

"I feel/felt _____

When _____

Because _____

And what I want or need is _____

”