

Communication

Communication is the process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.

- Communication is verbal and non-verbal.
 - Context includes relationships, environment, and cultural context.
 - Mood + stress
 - Personal Factors

Active Listening Skills

Encouraging

- Verbal and non-verbal cues
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Open questions

- start with *who, what, when, where, or why*
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Summarize

- Shows that you are listening and not thinking about a response.
- So, from what I heard...correct?
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Exercise: What difficulties or challenges have you faced trying to implement the core values within your job?