Review

**Directions:** After watching “Character: Communication Basics”, answer the questions below.

1. What is communication?

2. What are the hints Dr. Kendall gives Anne and Ben about good verbal communication?

3. What are three things you should keep in mind about text messaging and online communication?
4. What are “I” messages? Give an example of when you would use an “I” message.

5. What is tone? Why is tone important in communicating?

6. Why is body language important?

7. What kinds of body language show confidence?

8. Good listening is active listening. What are some ways you can be an active listener?
Review

Directions: After watching "Character: Communication Basics", answer the questions below.

1. What is communication?
   Someone sends a message and another person receives that message.

2. What are the hints Dr. Kendall gives Anne and Ben about good verbal communication?
   Are they willing and able to listen? (Is it a good time to talk?)
   Don’t talk when you’re upset

3. What are three things you should keep in mind about text messaging and online communication?
   1. Don’t text (e-mail or Facebook) when you’re upset
   2. Electronic communication is not private
   3. Some things should be said face to face
4. What are “I” messages? Give an example of when you would use an “I” message.
   
   “I” messages are statements about you and your feelings instead of “you” messages which start with an accusation.
   
   Examples given will vary.

5. What is tone? Why is tone important in communicating?
   
   Tone is how you say something. It’s important because people believe your tone more than the words that you say. The wrong tone can send the wrong message.

6. Why is body language important?
   
   Body language is important because you may be sending mixed messages. You may say one thing with words and another thing with your body.

7. What kinds of body language show confidence?
   
   Eye contact
   
   Leaning forward

8. Good listening is active listening. What are some ways you can be an active listener?
   
   Keep an open mind
   
   Eliminate distractions
   
   Keep eye contact
   
   Focus on listening
   
   Control negative emotions
   
   Don’t interrupt the speaker
   
   Make a comment or nod about something they said
   
   Ask a question
   
   Restate something