

## Preparing for Life and Career © 2013

### Chapter 4: Developing Communication Skills—Glossary

**active listening.** A communication technique in which the listener shows a clear understanding of what a person is saying.

**aggressive communication.** Expressing yourself in a forceful way that may step on the rights of others.

**assertive communication.** Expressing thoughts, feelings, and beliefs in open, honest, and respectful ways.

**body language.** Form of nonverbal communication that involves the sending of messages through body movements.

**communication.** The process of sending and receiving information.

**compromise.** A way of resolving a conflict that is fair to all where both sides give up some of what they want in order to settle the conflict.

**conflicts.** Disagreements or problems in a relationship.

**constructive criticism.** Information given that helps describe where or how a person could improve or learn new tasks.

**critic.** A person who criticizes people, items, or events.

**criticize.** To make judgmental remarks without having sufficient knowledge.

**destructive criticism.** Criticism that uses negative comments to poke fun at a person and is not helpful.

**feedback.** Letting the speaker know you receive the message correctly.

**manners.** Rules for proper conduct.

**mediator.** A person not involved in the conflict, but who leads the parties through the steps of conflict resolution.

**mixed messages.** When people's actions send one message and their words say something else.

**nonassertive communication.** A manner of speaking that is unclear or easily misunderstood. Also called *passive communication*.

**nonverbal communication.** Type of communication that includes any means of sending a message that does not use words, such as facial expressions, gestures, and posture.

**personal space.** The area around you.

**prejudices.** Opinions people form without complete knowledge.

**racism.** An extreme type of prejudice with the belief that one culture or race is superior to another.

**stereotype.** A fixed belief that all members of a group are the same.

**verbal communication.** Type of communication that involves the use of words to send information.