### Communication Skills

You can communicate with other people in several ways. You can speak to a person face-to-face. You can call a person on the telephone. You can send a written message using e-mail, text messaging, or mail services.

**Study this chart.** Then answer the questions below.

<table>
<thead>
<tr>
<th>Form of Communication</th>
<th>Characteristics</th>
<th>Example</th>
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| Face-to-face conversation     | 1. Both people are in the same location.  
                               | 2. One or both can prepare.                                                     | At your appointment, you discuss a problem with a school teacher. |
| Telephone call                | 1. People are in different locations.  
                               | 2. Only the caller is prepared.                                                 | You call your aunt to thank her for your birthday gift.         |
| Letter, note, or e-mail       | 1. People can be in the same location or in different locations.  
                               | 2. Only the sender can prepare.                                                 | You text message your friend to meet you at the movies.       |

1. Which form(s) allows both people to share their feelings and get immediate feedback?

2. Which form(s) does not allow the receiver to hear the sender’s tone of voice?

3. Which form(s) allows the receiver to see the sender’s body language?

4. Which form(s) requires the sender to be able to communicate in writing?

5. In which form(s) could the sender express extreme happiness or sadness?
Define the following words using the definition from your text book.

Chapter 1 Lesson 1 (8 points)

Communication

Body Language

Mixed Message

I Messages

Active Listening

Assertive

Passive

Aggressive

Peers

Peer Pressure