Unit 3 Interpersonal Skills (test # 5)

**Decision Making**

* Different types of decision we make
  + Daily, weekly, one or twice a year, once in a lifetime
* Strategies we use
  + Habitual
  + Impulsive
  + Default
  + Pros & Cons
* Advantages and disadvantages of all strategies
  + Factors that affect our decision: Values, Peers, Family, Goals, Priorities, Resources, Needs/wants, Media
* Steps of making Decision Making Process (6 steps)

**Verbal communication**

* Components and meaning
  + Tone, vocabulary, modes of address, volume, pace

**Non-verbal communication**

* Self-presentation; clothing choices, posture, eye-contact, physical distance, touching, pointing, summoning,

**3 Communication styles**

* Aggressive, assertive, aggressive: characteristics and results
* I statements, when to use, how to use

**Effective communication**

* Factors that interfere with EC: noise, physical distance, cultural misunderstandings, use of technology, gossip, rumours, assumption, jumping to conclusions, bias, sarcasm
  + Examples, results
  + Ways to avoid or correct the factor

**Listening Skills:**

* 101
  + eye contact, no distractions, proper posture, appropriate comments for clarity, no looking at clocks or hones to check time
* 201
  + Spacing out, Pretend listening, Selective listening, Word listening, Self-centred: judging, advising, probing (define, and examples

**Conflict Resolution:**

* Reasons for conflicts: disagreements, different intention, different goals, misunderstandings, misinterpretation, jealousy, different opinions, different values, different personalities
* Responses to Conflict for the 3 styles of communication
* Strategies to resolve: avoidance, compromise, acquiesce