



Minds are like parachutes.

**They only function...
when they are open.**

Communication...



Is a Two-Way Process



Can be Both Verbal and Non-Verbal



Is Filtered Through Our Own Perceptions, Values, and Feelings

For Effective Communication...

- Look at the person.
- Listen attentively.
- Accept feelings.
- Don't judge.
- Don't change the topic.
- Don't answer a question with a question.

To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide.