Communication

Skill Cues Grades 9-12

STANDARD
4

Students will demonstrate the ability to use interpersonal communication skills to enhance health and avoid or reduce health risks.



I TELL YOU

- I dentify feelings, thoughts, ideas
- T ell feelings, thoughts, ideas
- E xpress using "I" statements
- L ook at the person (people) you are talking to
- L isten to the response
- Y our body language is appropriate
- O pen mind
- U se assertive communication style

REFUSAL

I SAY NO

- I -statement
- S tate a reason
- A ssertive voice
- Y ou are in control
- The "No" statement is clear and direct
- options (what else can you do: leave the situation, get help)

CONFLICT RESOLUTION

CONFLICTTS

- C alm attitude, manage stress
- O pen to opposing views
- N ever make assumptions about what the other person (party) is thinking or feeling
- F ocus on action, not the person
- L ook for other options
- I -statements
- c ompromise (negotiate a solution)
- T eamwork (make the decision together)
- T iming (find a good time to communicate)
- s etting (identify a good place to work through the issues)

NEGOTIATION

SLIDE

- S tate what you want or need
- L isten and clarify
- I dentify with other perspectives
- D etermine common ground
- E licit agreement



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