

## Effective Communication within the Family

### *FAM- Families Are Magic*

#### What is family communication?

- Family communication refers to the way verbal and nonverbal statements are exchanged between family members

#### Verbal and Nonverbal Communication

- **Verbal**- the exchange of information between two or more people through the use of words
- **Nonverbal**- all aspects of the information which is not communicated with words
  - Types: Body language, Eye contact, Facial Expressions, Posture, Volume of Voice and Tone of Voice
  - It is estimated that no more than 35% of communication is verbal, the other 65% is nonverbal

#### “I” Statements

- Express issues about me
- Focus on how I feel
- Focus on what I need
- Focus on what I think
- **3 Parts to “I” Messages**
  - Tell what is happening
  - Tell what you feel
  - Explain why you feel that way

#### “You” Messages

- About someone else
- Perceptions about how someone else feels, thinks, or what they need
- To give choices
- To give praise
- To gain clarification

#### Active Listening

- Most important communication skill
- Good listeners encourage communication and sharing
- 4 Listening Basics:
  - Concentration
    - Focus on what the speaker is saying

- Tolerance
  - Be open and respectful to the one sharing and don't be judgmental
- Rephrasing (Empathy)
  - Let the speaker know you understand what they are saying
- Sensitivity
  - Being aware of sensitive to nonverbal communication

#### Empathy

- Imagining yourself in another's place

#### **8 ways to encourage Empathy**

- Praise empathetic behavior
- Encourage your child
- Point out others behavior
- Teach nonverbal cues
- Teach politeness
- Give your child jobs
- Ask them to think of others
- Expect the same behavior from boys and girls

#### Communication Tips for Parents

- Keep it simple
- Look your child in the eyes
- Praise your child for positive behaviors
- Set a good example
- Touch your child while talking to ensure they are listening
- Be at the child's level when talking about important things
- Listen

