

## Communication and Conflict Resolution

Communication = the ability to listen to understand! Most people listen to respond/react before a sentence is even completed.

Communication definition = the ability to share and listen to thoughts, ideas, and feelings.

Feelings:

Conflict Resolution

Generalizations and Stereo types: Always, Never, women are so emotional, men are so visual. These statements automatically evoke a defensiveness from the person they are directed at and will derail the original intended conversation into another direction. It shuts down the communication.

Imposing ones will on another:

Timing:

Verbal Cues: