

Name: _____

Chapter 6 Section 1 & 2

1. Define communication:
2. Define "I" messages:
3. Define active listening:
4. List 3 characteristics of an active listener:
5. Define the 3 types of assertiveness:
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6. List 3 behaviors for each type of assertiveness:
 - Passive
 - Aggressive
 - Assertive
7. Define body language: