

MENTAL AND EMOTIONAL HEALTH

Listening and
Communication Skills

Listening Skills

- People speak 100-175 words per minute
- People can listen to 600-800 words per minute
- Mind is drifting and thinking of other things
- Cure is "Active Listening"
- Listen without judgment

ACTIVE LISTENING

- Listen to how the other person feels
- Show interest in how they feel
- Show support
- Solve the problem
- Try not to get ahead, even if you see the solution
- Re-instate what you heard

Listen Without Judgment

- Especially important for crisis situations (suicide, abuse, depression, etc)
- Stay close
- Use a crisis hotline if needed
- Knowing the difference in betraying a friend and telling a secret to keep them safe.
- Know when to “just listen”

Communication Skills

- Verbal and Non-Verbal Communication
- Adolescents have growing bodies and minds that affect relationships
- Communicating effectively to gain independence and responsibility

Verbal and Non-Verbal Communication

- Verbal Communication
- Non Verbal - gestures, smiles, eye contact, etc.

Growing Minds

- Keeping Lines of Communication open
- Gaining freedom and privileges
- Sharing
- Agreeing and disagreeing

Communicating Effectively

- Being respectful
- Demonstrate maturity
- Delicate balance
- Writing it down