South Dakota State University

ECE/HDFS 364: Parent/Child Relations in a Professional Context

Concepts addressed in this review sheet: *Communication techniques: basic, effective verbal and nonverbal communication techniques*

Students should refer to the “Home, School, and Community Relations” textbook which is used within class as well as class notes and discussion notes.

**Specifically, students should review:**

- Definition and skills of effective communication
- Definition and purpose behind two-way communication vs. one-way communication
- Modes of two-way communication strategies
- Modes of one-way communication strategies
- Key aspects to any message, specifically:
  - Words
  - Body language
  - Vocal characteristics
- Definition, functions, and examples of non-verbal communication
- Definition, functions, and examples of verbal communication
- Poor listening styles
- Definition and purpose of active listening
- Definition and purpose of I-You messages
- Cooley’s Looking-Glass-Self, specifically these three steps:
  - Seeing reflection
  - Interpretation of reflection
  - Feelings of pride or mortification
- Definition of rephrasing messages
- Definition of reframing messages