

GLOSSARY

active listening: focused attention on a speaker, followed by confirmation of and a response to what is said.

aggressive: behaving in a hostile manner; likely to attack or start a fight.

assertive: behaving or communicating in a clear and positive manner; confident.

body language: gestures, facial expressions, and body postures that communicate how someone is thinking and feeling.

conflicting messages: communication in which the words do not match the actions; confusing communication.

convey: to communicate or make known.

cue: a reminder; a hint or suggestion.

debate: 1. to consider something. 2. to engage in a formal argument to discuss opposing points.

effective: 1. having an intended result or accomplishment. 2. producing a strong impression or response.

gesture: movement of part of the body to express ideas and feelings.

nonverbal messages: communication of one's thoughts and feelings through gestures, facial expressions, and body postures.

passive: 1. receiving an action without responding. 2. accepting without resisting. 3. not participating or acting.

personal inventory: a detailed list or survey of one's own thoughts, attitudes, and inner feelings.

role-play: to act out the social behavior of a particular individual or character.

scenario: an outline or plan of an expected sequence of actions or events.