

GLOSSARY

MODULE ONE: COMMUNICATION

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.