

GLOSSARY

MODULE ONE: COMMUNICATION SKILLS

active listening: Listening that focuses attention on the speaker, confirms what one hears, and responds to what is said.

connotation: The suggestive emotional content or significance of a word, additional to its exact meaning; implication.

convey: To communicate or make known; impart.

critical listening: Listening in order to analyze and evaluate a speaker's words.

cue: A reminder; a hint or suggestion.

deceptive: Tending to deceive, betray, or trick; dishonest.

defensive: Constantly protecting oneself from criticism, exposure of one's shortcomings, or other real or perceived threats to oneself.

denotation: 1. The act of distinguishing by name; a marking off. 2. That which indicates; a sign.

escalate: To increase, enlarge, or intensify in a gradual manner.

euphemism: Substitution of a mild or agreeable term for one considered harsh or blunt.

incomprehensible: Difficult or impossible to understand or comprehend.

interaction: Exchange between two or more people.

jargon: The specialized or technical language of a trade, profession, or similar group.

misinterpret: To interpret or explain inaccurately.

mislead: To lead into erroneous thought or action, especially by intentionally deceiving.

obscure: Not clearly understood or expressed; dim or vague.

passive: Not participating or acting.

passive listening: Listening without really thinking about what is being said.

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