

Building Interpersonal Communication Skills

Interpersonal communication happens when two or more people use nonverbal, verbal, and written communication to exchange information. List 3 examples of each type below. (One example is done for you.)

Nonverbal Communication: Eye contact, Tone of Voice, Personal Space
Verbal Communication: Public Speaking, Normal Conversation, Talking on the Phone
Written Communication: Sending a text, Sending an Email, Commenting on an IG Post

Below are two scenarios where people use interpersonal skills to communicate something.

Step 1: Label each scenario according to which form(s) of communication is/are being used—circle **NV** for nonverbal, **V** for Verbal, and **W** for Written. (Remember it's possible for all three forms to be used in each conversation.)

Step 2: Circle whether the person(s) is/are communicating in a **POSITIVE** or **NEGATIVE** manner—**BOTH** may also be true in each scenario. Then explain your reasoning.

- Timmy's mom asked him to clean up his room—"I've told you five times already, no dinner until your room is cleaned," she asserted—to which Timmy responded by rolling his eyes, throwing his gaming remote down on the couch, and moaned, "Okay already...I'll do it!"

NV / **V** / **W** | **POSITIVE** / **NEGATIVE** / **BOTH**

Both Timmy and his mom communicated negatively and with aggression, which escalated the situation unnecessarily.

- Libby's phone buzzed—it was a text from Edward from her school project's group chat.

Edward: "Hey, I'm running late...idk if I can come tonight,"

Patricio: "Ugh, again? Our class presentation is tomorrow. You haven't done a single thing."

Patricio left the chat

Libby: "I guess we can just finish without you."

Kelly: "Can you make it later?"

Libby: "We'll wait for you. If you can't make it we'll finish w/out you and you won't get class cred."

Edward: "Alright wait for me. Be done in 30. Thx."

NV / **V** / **W** | **POSITIVE** / **NEGATIVE** / **BOTH**

Patricio showed negative, nonverbal communication when he left the group chat and chose not to solve the problem. Libby & Kelly showed positive & assertive written communication skills when they responded.