

# Table of Contents

	<b>Page</b>
<b>INTRODUCTION</b> .....	<b>3</b>
• Communication in a Changing World .....	3
• Teenage Connection: Steps to Improve Communication .....	7
• Structured Discoveries: The Communication Formula .....	8
• Questions & Answers: Levels of Involvement .....	9
• Using the Formula: Instructions and Guidelines.....	10
<b>SECTION ONE: DEVELOPING AWARENESS</b> .....	<b>11</b>
Developing Awareness .....	13
Emotional Vocabulary .....	15
• Identifying Emotions and Feelings.....	16
• Vague and Clear Messages .....	17
• Connotations/Degrees of Meaning .....	18
Identity Pictures .....	19
Trigger Words .....	39
Interaction Pictures .....	55
Power-Packed Expressions.....	75
<b>SECTION TWO: BUILDING SKILLS</b> .....	<b>89</b>
Building Skills .....	91
Nonverbal Communication .....	92
• Body Language: A Message Without Words .....	94
• Body Language: Actions Speak Louder Than Words .....	96
• Facial Expressions .....	98
• Eye Contact .....	102
• Personal Appearance .....	104
• Touch .....	106
Verbal Communication: Speaking and Listening.....	109
• Positive Language .....	110
• Vocal Qualities .....	112
• Tone of Voice .....	114
• Listening Skills .....	116
• Verbal Responses: Boosters and Blockers .....	118

# Table of Contents

	Page
<b>SECTION THREE: PROBLEM-SOLVING APPLICATION.....</b>	<b>121</b>
Problem-Solving Application .....	123
Problem Situations .....	124
• Exploring Options .....	124
• Positive and Negative Self-Talk .....	126
• Anticipating the Unexpected .....	128
Character Conversations .....	130
• Role Playing: Conversations With Angry Parent .....	130
• Role Playing: Conversations With Authority Figure .....	132
“On Your Own” .....	134
• Cutting Class .....	135
• Failing A Class .....	136
• Rude Gesture .....	137
• Disrespectful Attitude.....	138
• Caught With Drugs .....	139
• Fighting With Parents.....	140
• Name-Calling .....	141
<b>ABOUT THE AUTHOR .....</b>	<b>142</b>