

Crucial Communication Concepts

Y C N O I T A C I N U M M O C E V I T C E F F E
V X E A W P P S E G J D P A U O P F R X D Q J H
T W S S C A X C A P F V F X T X O M A U S D G B
R B G S T Y N B C K K T Q G U R A Q C V S R F V
K R M E G N X M T J D U T Y M F M U C Z E T W Q
N E I R X S E H L Q B J G A D J A E U U N M J Z
X C S T E L W M E W D J L Z A K E E S A E D E T
L E C I A M A A E A E E U I P I C G I O R L I G
E I O V Q G M B E T P X E U L T B A N P A N V I
Q V M E Y E G G R A A G G U J L G S G H W V A J
D E M C O D F R J E B T M L X J U S D T A E H T
P R U O V U H Y E Y V L S J E V Q E Q F L G U N
V N N M U Y G K L S F G W I X P X M U B A H L O
U G I M J R E D N E S X J F A N L O X L N D H N
D N C U J D A S A Q T I R J Q L O A I D O G X V
K I A N C U D Q N K K G V L Q N C S O E I B Q E
Q T T I F G D N J H M P O E I V T M I P T D I R
I A I C G N I D I O V A C S S E T M P Y O Y N B
M N O A L Q J T F C O Z Y Y N I B A G M M T C A
B I N T A E V I S S A P J I P L X W K L E N N L
M M I I M U X A Z J L T N I N F O R M A L D W J
R O S O I Q L Q M L T G O Q W O R M G U W A O X
D D X N P V E F N S T X A V C P H L S H U D V Y
U O Q D R J U U N D E R S T A N D I N G Y J U Z

Assertive Communication
Miscommunication
Dominating
Nonverbal
Receiver
Message
Verbal

Effective Communication
Understanding
Aggressive
Avoiding
Informal
Sender

Emotional Awareness
I Statements
Listening
Accusing
Passive
Formal