Communication is simply the act of transferring information from one place, person or group to another. **Every communication involves (at least) one sender, a message and a recipient.**
Sending and Receiving Information

- Verbal
- Non-verbal – interpersonal communication
- Written
- Formal or informal
- Visual Communication
Effective Communication

➢ Goal: Avoiding misunderstandings and improving work and personal relationships

➢ Understanding the emotion and intention behind information

➢ To clearly convey a message, you need to also listen to the full meaning and make the other person feel heard and understood

➢ We might say one thing and the person hears something else and misunderstandings, frustrations and conflicts ensue.
Barriers to Effective Communication

- Lack of focus
- Inconsistent body language
- Stress and out of control emotions
- Negative body language
Skills for Effective Communication

- Become an effective listener
- Pay attention to non-verbal signals
- Use open body language
- Keep stress in check
KISS

- Effective communication is always about understanding the other person, not about winning an argument or forcing your opinion on others.

- **Keep**
- **It**
- **Simple &**
- **Straightforward**
What is Kindness

- The quality of being friendly, generous and considerate

- Kindness is the willingness to celebrate someone else’s success. Being openly happy for another person.
Seeing Kindness Around Us

- Noticing when a person could use a helping hand
- Sending an email thanking someone
- Sharing food
- Refusing to gossip
- A kind word
- A smile
- Opening a door

*If you have the power to make someone happy, do it. The world needs more of that.*

-Unknown
Kindness is also telling the truth in a gentle way when doing so is helpful to the person.

Receiving accurate feedback is an important part of a trusted relationship.

The courage to give and receive truthful feedback is a key component of growth and flexible thinking.
How to focus on kindness

- Showing empathy
- Listening to others
- Smiling
- Helping – not just physical but doing things for others to assist them in solving a problem or achieving a goal
- Giving

Make kindness the norm at your school.
Helping the students

- Modeling
- Practice in the classroom
- Asking who they appreciate
- Creating kindness cards or notes
- Have them be on the look out for random acts of kindness and identify those superstars
- Help them avoid negative self talk or talking negatively about others
Some thoughts:

- Be the Reason Someone Smiles Today
- Kindness is Free — Sprinkle that Stuff Everywhere
- One Act of Kindness won’t change the world but it may change one person’s world
- Every Act of Kindness grows the spirit and strengthens the soul
Media Files

- How You Treat People Is Who You Are (Kindness Motivational Video)
- Slide Show: Never Gonna Let You Down