Talking Cues

The following talking cues will help with active listening.

"I learned that..."

"I agree because..."

"I feel..."

"Did you mean...?"

"I don't understand..."

"It sounds like you're saying..."

"In other words,..."

Nonverbal Communication Cues

FACIAL EXPRESSIONS

🙂	Happy
🙁	Sad
😐	Neutral
😠	Angry
😮	Surprised
😊	Embarrassed
🤔	Thinking
😕	Confused
😦	Scared
🙄	Annoyed
😠	Frustrated
🤩	Excited

GESTURES

👍	Agree
👎	Disagree
✌️	Peace
✋	Stop
👋	Hello
🤝	Nice to Meet You

BODY LANGUAGE

	Uncomfortable
	Dominant
	Focused
	Anxious
	Impatient
	Nervous

HUMAN RIGHTS

Free and equal.
Freedom from discrimination.
Life and liberty.
Free from slavery.
Free from inhumane treatment.
Be recognized as a person.
Equal protection of the law.
Fair trial.
Privacy.
Travel.
Citizenship and nationality.
Marriage equality.
Property ownership.
Religion.
Opinions and speech.
Vote.
Work.
Education.

Job Success

Handle Criticism

- don't take it personally
- process the information
- stay calm
- ask for clarification
- offer a solution

Solve Problems

- identify the problem
- describe the problem
- think of solutions
- pick the best solution
- try out your solution
- evaluate your solution

Collaborate

- communicate
- listen to everyone's ideas
- work together
- look at a challenge from all angles
- share ideas
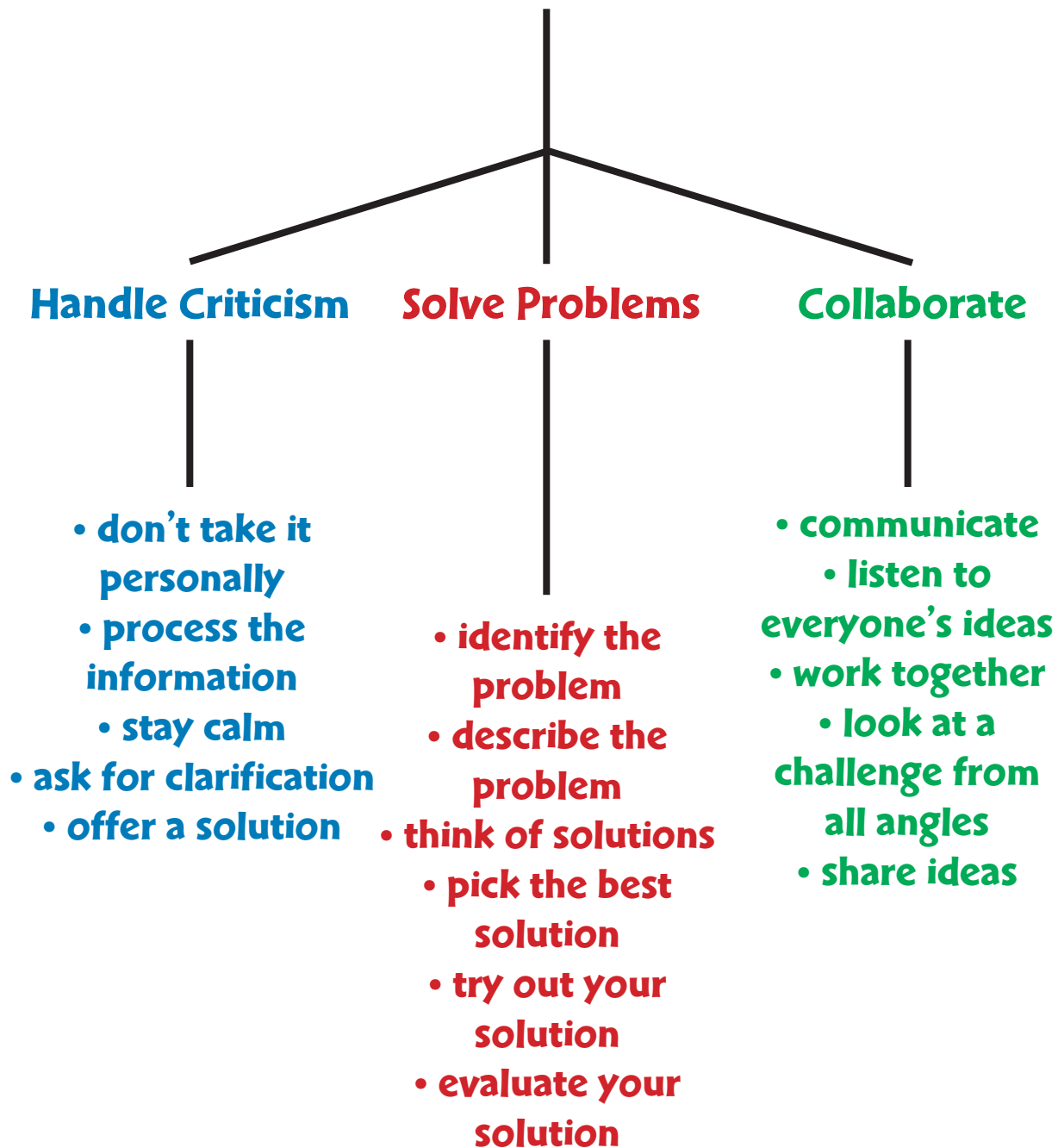
Metacognition: Developmental Stages of Self-Awareness

Metacognition is when you think about how you think and learn. **Self-awareness** is knowing yourself inside and out. There are different stages that lead to self-awareness. These are the **developmental stages**.

Level 0: Confusion	You have no self-awareness. You don't understand that a mirror reflects. **Example: getting scared of your own reflection for a second.**
Level 1: Differentiation	You know that the mirror reflects things. You know the difference between movement in a mirror and in the environment.
Level 2: Situation	You recognize movement in the mirror is your own body.
Level 3: Identification	You know that what's in the mirror is yourself and not another person.
Level 4: Permanence	You recognize yourself in pictures where you look different or younger.
Level 5: Self-Awareness	You know how you are seen by others.

5 Steps to Managing Emotions

1. Don't hurt others.
If someone hurts you, don't hurt them back. Treat others like you want to be treated.

2. Relax.
Deep breathing. Practice yoga. Count to 10. Close your eyes and imagine someplace calm.

3. Identify feelings.
Talk about your own feelings. Talk about the feeling someone else is having. Tell what you want to happen.

4. Get help.
Talk through your problem. Ask someone for help to solve it.

5. Take time.
Take the time you need to calm down. Leave the room. Go somewhere private. Work through emotions. Understand why you feel a certain way.