

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

Know Your Rights

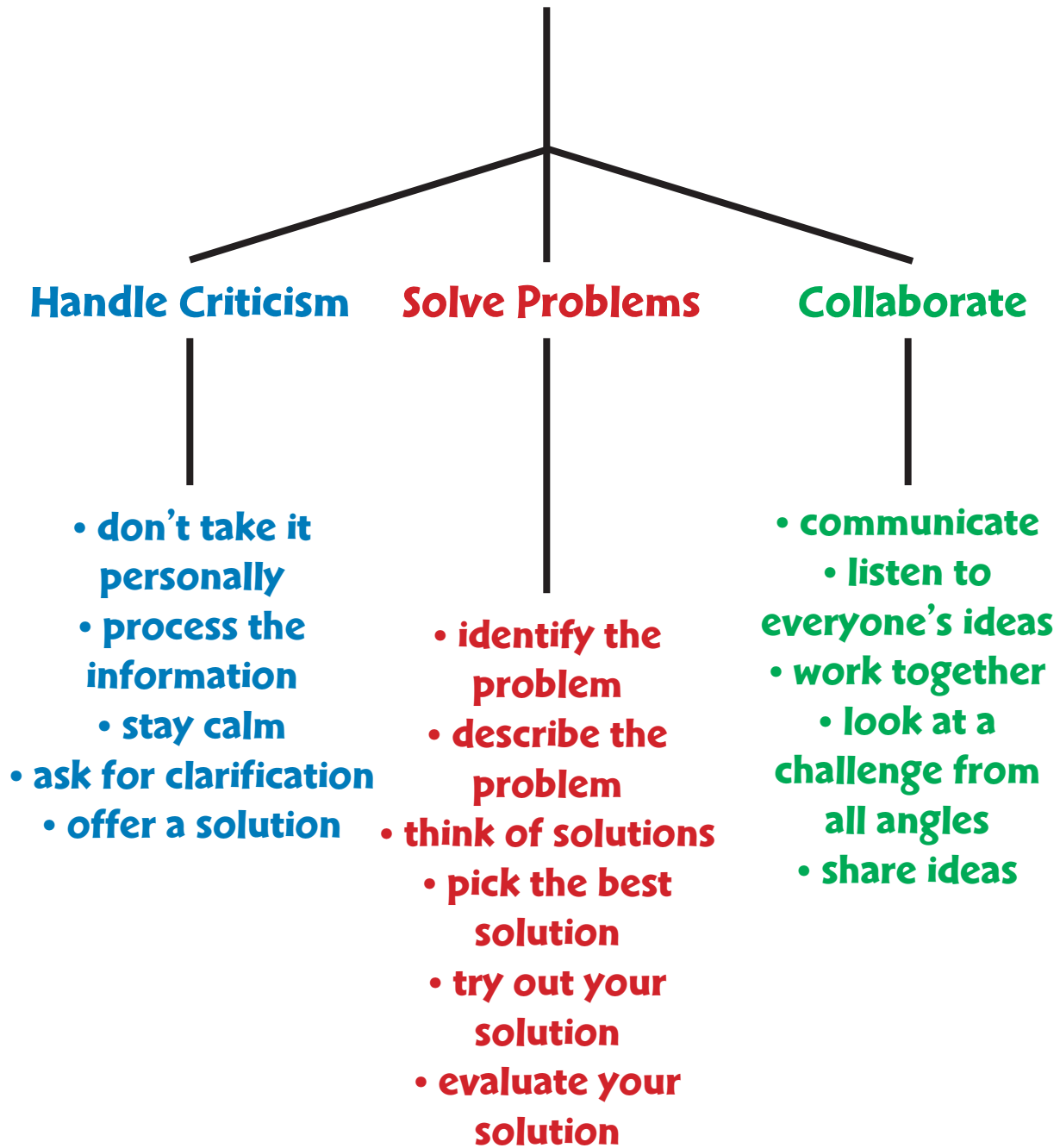
HUMAN RIGHTS

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.

Workplace Adaptations Chart



Job Success



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

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.

3. Identify feelings.

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

2. Relax.

Deep breathing. Practise yoga. Count to 10. Close your eyes and imagine someplace calm.

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.

