

# GLOSSARY

**active listening:** focused attention on a speaker, followed by confirmation of and a response to what is said.

**aggressive:** behaving in a hostile manner; likely to attack or start a fight.

**assertive:** behaving or communicating in a clear and positive manner; confident.

**body language:** gestures, facial expressions, and body postures that communicate how someone is thinking and feeling.

**conflicting messages:** communication in which the words do not match the actions; confusing communication.

**convey:** to communicate or make known.

**cue:** a reminder; a hint or suggestion.

**debate:** 1. to consider something. 2. to engage in a formal argument to discuss opposing points.

**effective:** 1. having an intended result or accomplishment. 2. producing a strong impression or response.

**gesture:** movement of part of the body to express ideas and feelings.

**nonverbal messages:** communication of one's thoughts and feelings through gestures, facial expressions, and body postures.

**passive:** 1. receiving an action without responding. 2. accepting without resisting. 3. not participating or acting.

**personal inventory:** a detailed list or survey of one's own thoughts, attitudes, and inner feelings.

**role-play:** to act out the social behavior of a particular individual or character.

**scenario:** an outline or plan of an expected sequence of actions or events.

# CHECK YOUR GRIP

Check whether you agree or disagree with each statement below. Then follow the directions at the bottom of the page to rate how well you understand the power of your words.

	AGREE	DISAGREE
Hearing angry words first thing in the morning can ruin my day.		
Words of praise always make me feel great!		
I know I can upset someone by calling him or her a name.		
Compliments usually embarrass me, but I like them anyway.		
It's sometimes easier to blame someone else than to explain what really happened.		
I hate how it feels when someone puts me down.		
I know it hurts others when I put them down.		
Sometimes I say things that I don't mean.		
It's usually better to say hello than to pretend you don't see someone.		
It's always better to say, "Excuse me," than to say, "Get out of my way."		
I can use words to make someone smile.		
I sometimes find it difficult to say what I mean.		
I can be nice with words.		
I can be mean with words.		
<b>TOTAL</b>		

Add the number of checks in the "Agree" column, and write the total at the bottom. Then match your score with one of the ratings below. Your rating will tell you how well you understand the power of words.

11-14 = TOTALLY IN TOUCH  
 7-10 = PRETTY GOOD GRASP OF IT  
 4-6 = BARELY IN TOUCH  
 0-3 = DON'T HAVE A CLUE