

**LET'S TALK ABOUT IT!**

**KEYS TO GREAT  
COMMUNICATION**

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# communication *noun*

com·mu·ni·ca·tion | \ kə-,myü-nə-'kā-shən

1

**a : a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior**

**b : personal rapport**

4 communications *plural in form but singular or plural in construction*

**a : a technique for expressing ideas effectively (as in speech)**

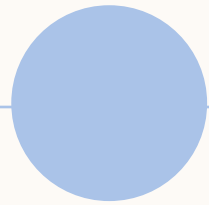
**b : the technology of the transmission of information (as by print or telecommunication)**



# WAYS WE COMMUNICATE

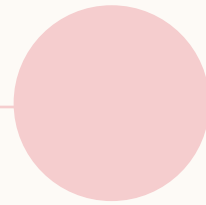


# WAYS WE COMMUNICATE



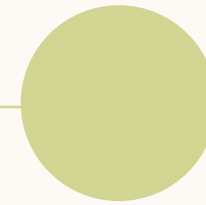
## SPOKEN

- What we say
- How we say it (paraverbal)
  - Pitch
  - Tone
  - Speed



## NONVERBAL

- Facial expressions
- Gestures and body language



## WRITTEN

- Handwritten or typed
- Electronic methods
- Mixture of both



# SPOKEN/VERBAL COMMUNICATION

- What we say
- How we say it (paraverbal)



# SPOKEN/VERBAL COMMUNICATION

“I didn’t say you  
were wrong.”



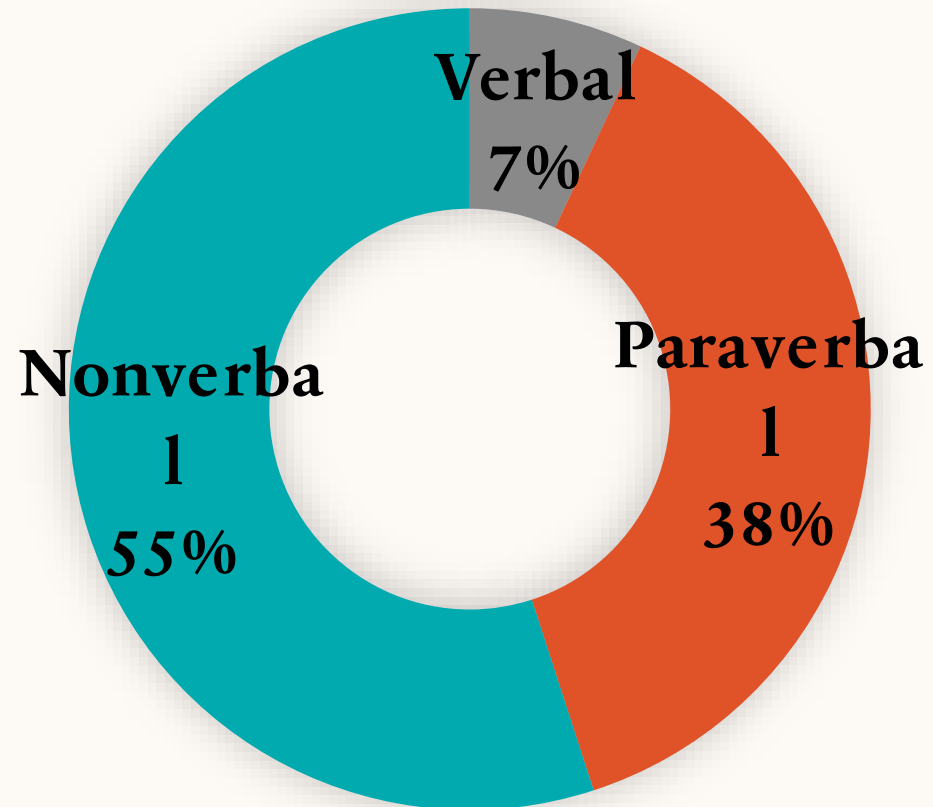
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# SPOKEN/VERBAL COMMUNICATION

- Pitch
- Tone
- Speed



# NONVERBAL COMMUNICATION





# NONVERBAL COMMUNICATION

- Gestures
- Facial expressions and body language

“The most important thing in communication is to hear what isn’t being said.”

— PETER DRUCKER



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“When people talk,  
listen completely.”  
— Ernest Hemingway ●



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# ACTIVE LISTENING

Listening is the process of considering the spoken words and the other factors around the words (such as our nonverbal communication) and then interpreting the entire message





# ACTIVE LISTENING TIPS

- When you are listening – listen!
- Avoid interruptions.
- Listen 90% of the time, talk 10%.
- Keep your talk related to the conversation.
- Do not offer unsolicited advice.
- Be aware of your environment.
- Take notes if appropriate, but avoid disrupting the conversation.

# ACTIVE LISTENING STEPS

Identify the  
frame of  
reference.

Listen  
closely and  
attentively.

Respond  
verbally and  
nonverbally.



# KEEP TALKING ABOUT IT!

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Presentation adapted from University of Kentucky FCS Extension's Positive Employability curriculum and Kentucky Extension Leadership Development (KELD) publications



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