



Communication is an essential life skill. Students often confuse communication skills with public speaking skills. While public speaking is a valuable skill, good communication requires a variety of other tools.

Communication skills include speaking, listening, reading, and writing. Successful college students will learn and be comfortable using multiple communication skills and methods with a variety of constituents, including faculty, administration, parents, employers, and their peers. This chapter will help you get started on communicating in a healthy way especially when it comes to conflict mediation. Specifically, we will discuss:

## **Communication Skills**

- Active Listening
- Verbal Communication
- Written Communication
- Working in Teams

## **Communication Methods**

- Written
- Email
- Face to Face
- Social Media

## **Communication with Various Constituents**

- Communication with University Administration
- Communication with Parents
- Communication with Faculty
- Communication with Employers and the Community
- Communication with Other Students