

Levels of Communication

SURFACE – Daily pleasantries

- Small talk to make people feel comfortable
- Day-to-day transactions and for making initial connections with people

FACTS – Objective information sharing

- Current events, the weather and sports are some examples
- Personal facts about yourself, age, family structure and height are some examples

OPINIONS – Judgement and/or analyzing information or situations

- Good/Bad, Right/Wrong, Helpful/Unhelpful
- Opinions shared are most comfortable and can cause strife when they are not shared

FEELINGS – Identifying emotions and sharing them openly

- Exploring and getting curious about how we feel
- Identifying and labeling our emotions as accurately as we can
- Practicing courage by sharing our emotions

NEEDS – Gaining clarity about what we need from ourselves and others

- Coming to know and respond to your own and others needs
- Types of needs are: physical, emotional, intellectual, spiritual