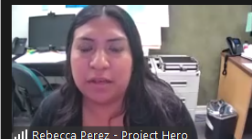


Barriers to effective communication

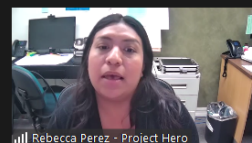
- **Poor listening skills**
 - Good listening skills are important as they help you better understand what others are trying to convey, understand and process the information, improve rapport, and improve problem solving skills.
- **Language barriers**
 - Choose words wisely. Using words incorrectly can lead to a lack of understanding the language or context.
- **Emotional barriers**
 - There is greater potential for misunderstandings when emotions are involved. If a youth is upset or angry, they may not be able to effectively communicate his or her feelings and ideas. If a mentor is in a similar state, he/she may ignore or distort what the youth is saying.
- **Environmental barriers**
 - Can include interruptions, distractions, physical environment issues (lightening, noise, comfort), talking too softly, physical distance, a physical barrier between youth and mentor, etc.



Zoom Meeting

Talking About Tough Issues

- Talk early
- Talk privately
- Initiate the conversation
- Think ahead about what you want to say and how want to say it
- Explore the person's thoughts, feelings, and beliefs
- Be encouraging, supportive, and positive
- Listen
- Be honest
- Be patient



Type here to search



67°F 6:56 PM 2/8/2022

The image shows a Zoom meeting window. At the top, there is a header bar with the text "Zoom Meeting" on the left and window control icons (minimize, maximize, close) on the right. Below the header is a grid of participant thumbnails. From left to right, the thumbnails are: Sue Barajas, Sabrina Angkhangco, Cynthia Nambo, Carmen Herrera, nico, and Daniel. Below the thumbnails is a large video feed of a woman with long dark hair, identified as "Rebecca Perez - Project Hero". The video feed shows her in an office setting with a desk, a computer monitor, and a printer. At the bottom of the window is the Windows taskbar, which includes a search bar with the text "Type here to search", several application icons (Edge, File Explorer, Amazon, Word, PowerPoint, Excel, Teams), and system tray icons showing the time as 7:05 PM on 2/8/2022 and the temperature as 67°F.