

## **Terminology: Communication**

### **Communication**

*adult learning principles:* an educational program that is well-organized and has clearly defined elements

*avoidance behaviors:* any actions taken to escape from difficult thoughts or feelings

*closed-ended questions:* cannot be answered with a one-word or simple answer

*empowerment:* the granting of authority to do something

*engagement behaviors:* signs of the learner being hooked into the subject material

*guiding method:* assisting the learner in gaining understanding of the subject

*leading method:* step-by-step questioning of the learner

*open-ended questions:* can be answered with a one-word or simple answer

*reflective listening:* seeking to understand the idea and to confirm it with the speaker