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PSL Programme — Personal, Social and Learning-to-Learn Competences

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C. Reading Material

Reading: Communication & Positive Interaction

Communication includes:

- speaking,
- listening,
- body language,
- digital communication,
- and emotional expression.

Strong communication skills can help people:

- build confidence,
- strengthen relationships,
- solve misunderstandings,
- and participate more actively in learning and work environments.

Positive communication involves:

- respect,
- listening carefully,

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- expressing ideas clearly,
- and recognising the feelings and perspectives of others.

Assertive communication means:

- expressing thoughts and needs respectfully,
- setting healthy boundaries,
- and communicating confidently without aggression.

Digital communication is also an important part of everyday life.
Respectful online communication includes:

- kindness,
- clarity,
- patience,
- and respectful interaction.

Communication skills can improve over time through:

- practice,
- reflection,
- listening,

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- and supportive interaction.

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