Write **Journal #1** based on a real life situation that you observed or participated in which demonstrates a communication concept from this lesson. Write a reflective Journal Entry that describes the communication situation, evaluates why it was or wasn’t effective, and states how the communication could be improved in the future in a similar situation. These three parts are further explained in the directions for Communication for Business and Professions Journal Entries for COM 259.

**Part I. A Description**of the communication situation
**Part II. An Evaluation** of the communication skills you observed or used. (Why were the skills effective? or, why not?)
**Part III. Ideas** for improving the communication skills in the future (based on your learning in this lesson and in this course)