

## Communication

### Activity 1: Let's communicate

Activities to promote adults' personal, social and learn to learn skills

Description of initiatives comprised in this handbook.

Title/name	Let's communicate
LifeComp Skill approached	<input type="checkbox"/> Self-regulation <input type="checkbox"/> Flexibility <input type="checkbox"/> Well-being <input type="checkbox"/> Empathy <input checked="" type="checkbox"/> Communication <input type="checkbox"/> Collaboration <input type="checkbox"/> Growth mindset <input type="checkbox"/> Critical thinking <input type="checkbox"/> Managing learning
Duration <sup>1</sup>	50 minutes
Type of activity	Role playing
Short description	This activity is aimed to be performed in groups and promotes participants' communication skills so they can successfully resolve difficult situations.
Objectives	<ul style="list-style-type: none"> <li>• Understand the aim of communication and the communication process</li> <li>• Learn steps on how to improve the communication process</li> </ul>
Setting <sup>2</sup>	<ul style="list-style-type: none"> <li>• 1 facilitator</li> <li>• 1 room that allows for group interaction</li> <li>• Chairs arranged in a U-shape to encourage participation and discussion</li> <li>• Projector or large screen if possible</li> </ul>
Facilitators' Tips <sup>3</sup>	<ul style="list-style-type: none"> <li>• Create a comfortable and non-judgmental environment to encourage participants to share their thoughts and experiences openly.</li> <li>• Be an active listener and encourage participants to actively listen to one another as well.</li> <li>• Provide clear instructions and guidelines</li> <li>• To facilitate the implementation of the task, the facilitator can give an example to the group to practice: "You are talking to your doctor and he is talking very fast and using words you do not understand. How will you let them know in a respectful yet confident way that you need to understand better what the problem is?"</li> </ul>
Step by step	<ol style="list-style-type: none"> <li>1. Facilitator presents a short introduction about communication competence and the communication process (see Material for Facilitator worksheet for more information)</li> </ol>

<sup>1</sup> It can be continuously.

<sup>2</sup> Materials and resources needed to implement it, including financial, human resources and spaces. In case is needed a worksheet, please use the following document to prepare it.

<sup>3</sup> What a person needs to know to implement the activity.

	<ol style="list-style-type: none"> <li>2. After the presentation, the facilitator divides participants into groups of 2 to 3 people.</li> <li>3. The facilitator invites each group to practice communicating in everyday situations, by role-playing different situations (examples may include: ordering food in a restaurant, asking for directions, having a talk with a doctor about what will be the routine medical procedures they have to do; having a conversation with their child's teacher because they are having trouble in school)</li> <li>4. The participants take different roles while practicing</li> <li>5. The small groups are invited to role play one situation to the whole group</li> <li>6. The facilitator asks participants to share with the whole group what they felt by performing the activity and the difficulties they felt in the different situations.</li> </ol>
<b>Debriefing:</b>	<ul style="list-style-type: none"> <li>• What are some challenges you have faced so far in communication?</li> <li>• Are you a good listener?</li> <li>• Do you think about your body language while you talk?</li> <li>• Do you observe the body language of others?</li> <li>• Would you like to communicate more effectively? In which way would you like to improve?</li> </ul>
<b>References</b>	<p><a href="https://www.indeed.com/career-advice/career-development/communication-process">https://www.indeed.com/career-advice/career-development/communication-process</a></p> <p>Provoke Media. "<a href="https://www.provokemedia.com/latest/article/the-cost-of-poor-communications">The Cost Of Poor Communications</a>," <a href="https://www.provokemedia.com/latest/article/the-cost-of-poor-communications">https://www.provokemedia.com/latest/article/the-cost-of-poor-communications</a>." Accessed May 18, 2023.</p> <p>The University of Texas Permian Basin. "<a href="https://online.utpb.edu/about-us/articles/communication/how-much-of-communication-is-nonverbal/">How Much of Communication Is Nonverbal?</a>," <a href="https://online.utpb.edu/about-us/articles/communication/how-much-of-communication-is-nonverbal/">https://online.utpb.edu/about-us/articles/communication/how-much-of-communication-is-nonverbal/</a>." Accessed May 18, 2023.</p>



# Let's communicate – Material for facilitators

## Worksheet – Communication

The aim of communication is to transmit information from one person to another so that the sender and receiver understand the message in the same way.

### 1) **Idea formation**

The communication process begins when the sender has an idea to be communicated. The sender must begin by clarifying the idea and purpose. What exactly does the sender want to achieve? How is the message likely to be perceived?

### 2) **Message encoding**

The idea must be encoded into words, symbols, and gestures that will convey meaning. Because no two people interpret information in the exact same way, the sender must be careful to choose words, symbols and gestures that are commonly understood to reduce the chances of misunderstanding.

### 3) **Message Transmission/channel of communication**

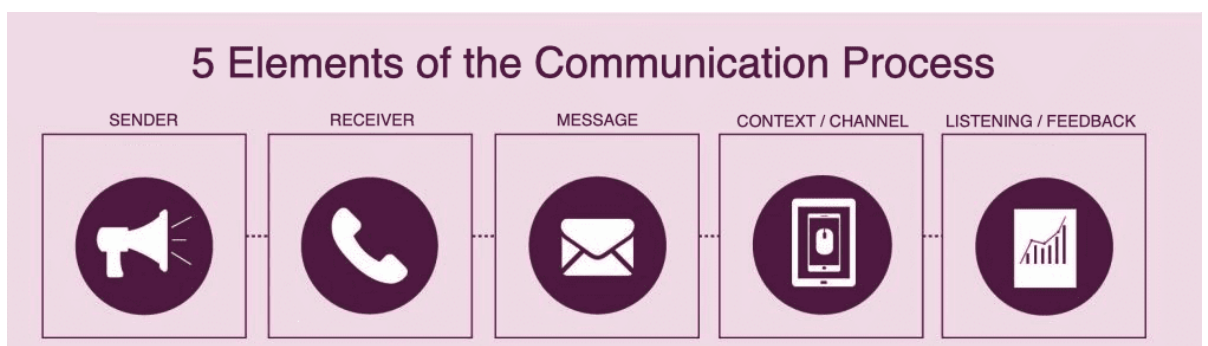
Choosing the medium to transmit the message is the next step in the communication process. Messages can be transmitted in a verbal, written, or visual manner.

### 4) **Decoding**

When the message reaches the receiver, the message must be decoded into its intended meaning. Because no two people interpret information in the exact same way, incorrectly decoding a message can lead to misunderstanding.

### 5) **Feedback**

A vital part of the communication process is feedback. Feedback occurs when the sender and receiver check to ensure the message was understood as intended. Feedback is a shared responsibility between the sender and the receiver.



Source: <https://www.makingbusinessmatter.co.uk/communication-skills-ultimate-guide/>



- ✓ The code of communication must be understood both by the sender and by the receiver of the message to be interpreted correctly
- ✓ Throughout the day, you unconsciously encode vast amounts of data to transmit through multiple channels while simultaneously receiving a constant stream of information from your surroundings through all five senses
- ✓ In face-to-face conversations, the way we use our bodies is really important.

*According to researcher Albert Mehrabian, only 7 percent of communication is about the actual words we say. The rest is made up of 38 percent of how we say those words (like the tone of our voice) and 55 percent is all about our body language.*

**Negative Body Language**

Folded arms

Tense facial expression

**Positive Body Language**

Open body position (arms unfolded)

Relaxed and confident facial expression

Source: <https://www.fuzia.com/blog/details/body-language>

- ✓ **Positive body language** is when we look open and friendly. We stand or sit up straight, keep our hands open, and show interest by leaning in and nodding.
- ✓ **Negative body language** is when we look nervous or disinterested. This can include biting our lip, looking bored, crossing our arms, putting our hands on our hips, or tapping our foot impatiently.

## KEY ELEMENTS OF EFFECTIVE COMMUNICATION:

Simplify your message:

- ✓ Keep your language concise and straightforward to ensure clear understanding. Use simple phrasing and common words.

Know your audience:

- ✓ Consider the needs and interests of the people who will receive your message. Use examples that everyone can relate to and explain them.
- ✓ Do not assume everyone understands.

Be a good listener:

- ✓ Actively listen to others to ensure effective communication. Pay attention when others are speaking, look at them and show interest. Encourage them when they share their experiences or concerns. Do not interrupt when someone is talking.
- ✓

Ask questions:

- ✓ Engage in insightful questioning to maintain a smooth flow of communication. Ask open-ended questions that allow people to share their thoughts and experiences, like "What have you found helpful when dealing with difficult customers?".
- ✓ Do not ask complicated or confusing questions that might discourage participation.

Take time to respond:

- ✓ Pause for a moment to think about the question or problem, then provide a clear and simple explanation or solution that makes sense.
- ✓ Do not answer quickly without considering if the person understood or giving a complete and understandable response.

Consider body language:

- ✓ Be mindful of your own body language when communicating through different mediums, and observe the other person's body language. Sit comfortably and with an open posture, use friendly gestures, and make eye contact to show you're approachable and interested in helping.
- ✓ Do not cross your arms, avoid eye contact, or appear fidgety, which might make people feel like you're not interested or don't want to help.

Maintain eye contact:

- ✓ Demonstrate active listening by maintaining eye contact with the person or group you're communicating with.
- ✓ Do not avoid eye contact, which might make people think you're not listening or don't value their input.

Clarify your message:



- ✓ If the recipient needs clarification on your message, explain further to enhance understanding. Use practical examples, simple language, and break down complex ideas into smaller, easier-to-understand parts.
- ✓ Do not repeat the same explanation without adjusting your approach or finding different ways to explain when someone doesn't understand.

