



Volunteering S.A. Inc.

# Introduction to Effective Communication



Government of South Australia  
Office for Volunteers

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**TIME:** Start on time Allow NO MORE than 10 minutes (**TOTAL ELAPSED TIME 10 MINS**)

Introduce yourself ( your name should already be on the Board) – very brief!! Set the example!!

Welcome INCLUDING brief Traditional welcome.

Housekeeping Toilets, Coffee, Break time - 15 mins at half time.

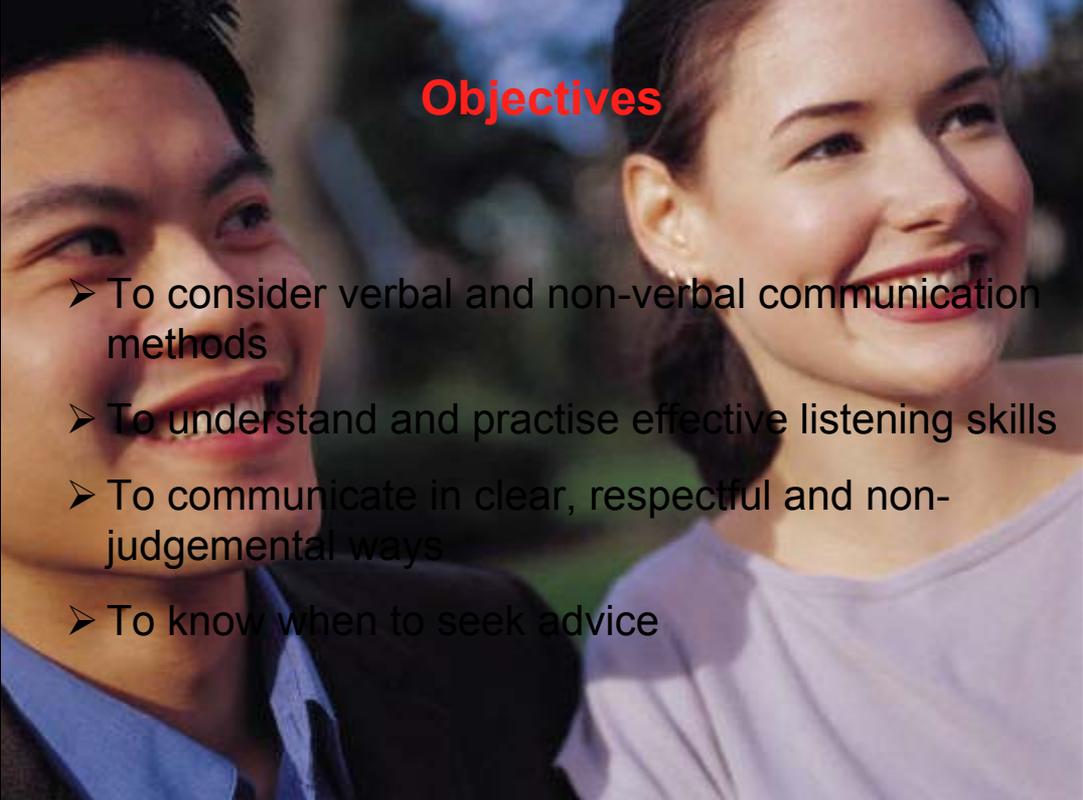
Note taking - Handouts will include all reference such as website/texts etc.

Time Management “for the benefit of the whole group”

Introductions and Ice Breaker

Say who you are, your organisation, what you want from today

Trainer Boards these for later reference



## Objectives

- To consider verbal and non-verbal communication methods
- To understand and practise effective listening skills
- To communicate in clear, respectful and non-judgemental ways
- To know when to seek advice

Check that these objectives are what participants expect.

Use workbook alongside these slides.

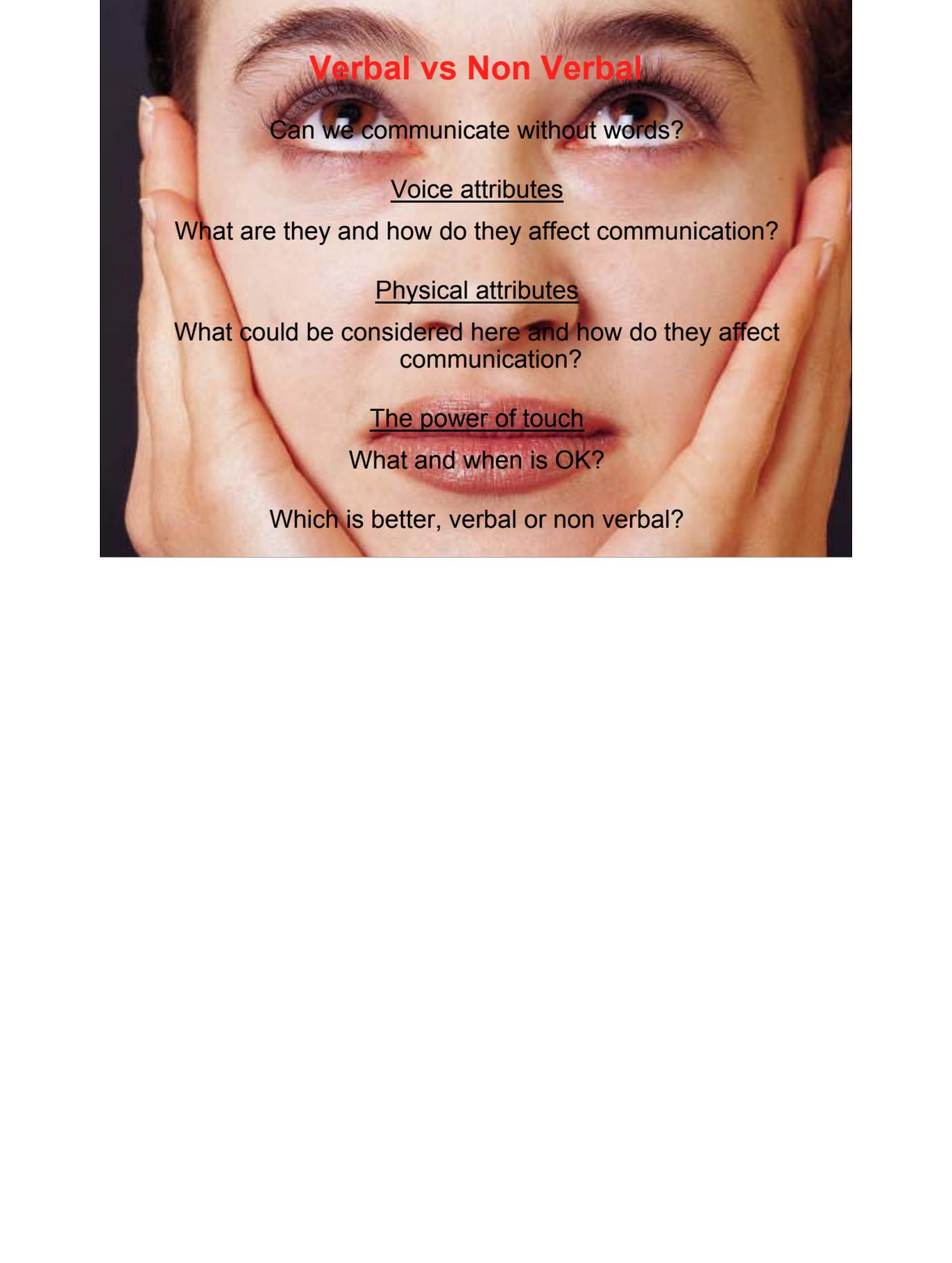
## What is communication?

What does it mean to you?

*The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.*

Wikipedia definition





## Verbal vs Non Verbal

Can we communicate without words?

### Voice attributes

What are they and how do they affect communication?

### Physical attributes

What could be considered here and how do they affect communication?

### The power of touch

What and when is OK?

Which is better, verbal or non verbal?

## Personal Presentation

Does personal presentation make a difference to the way we are perceived?

Does it matter?

What can we do about it - do we have to look bland and boring?

What if our organisation has a dress code?

Discuss job interviews; TV ads eg Goth girl with tattoos who hides it from her mother; stereotypes

# The Communication Equation

## What you hear

Tone of voice

Vocal clarity

Verbal expressiveness



40% of the message

## What you see or feel

Facial expression

Dress and grooming

Posture

Eye contact

Touch

Gesture



50% of the message

**WORDS ...**



**10% of the message!**

This slide emphasises the importance of non verbal communication

# Understanding Communication

## We are going to consider:

The 2 Way communication process

Effective communication skills

Barriers to effective communication



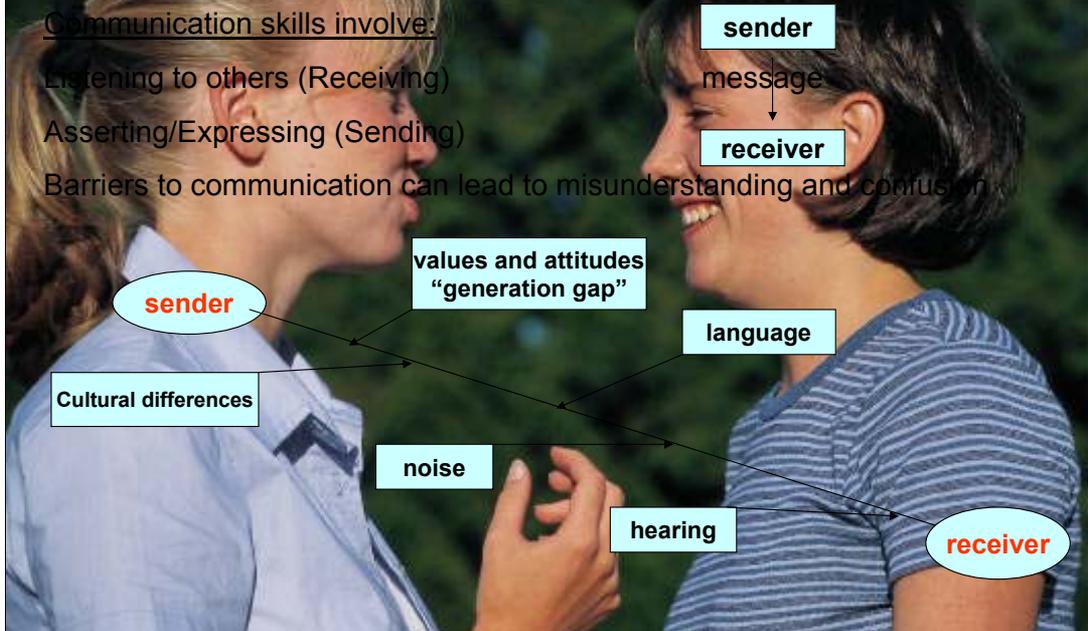
# Communication is a 2 way process

Communication skills involve:

Listening to others (Receiving)

Asserting/Expressing (Sending)

Barriers to communication can lead to misunderstanding and confusion

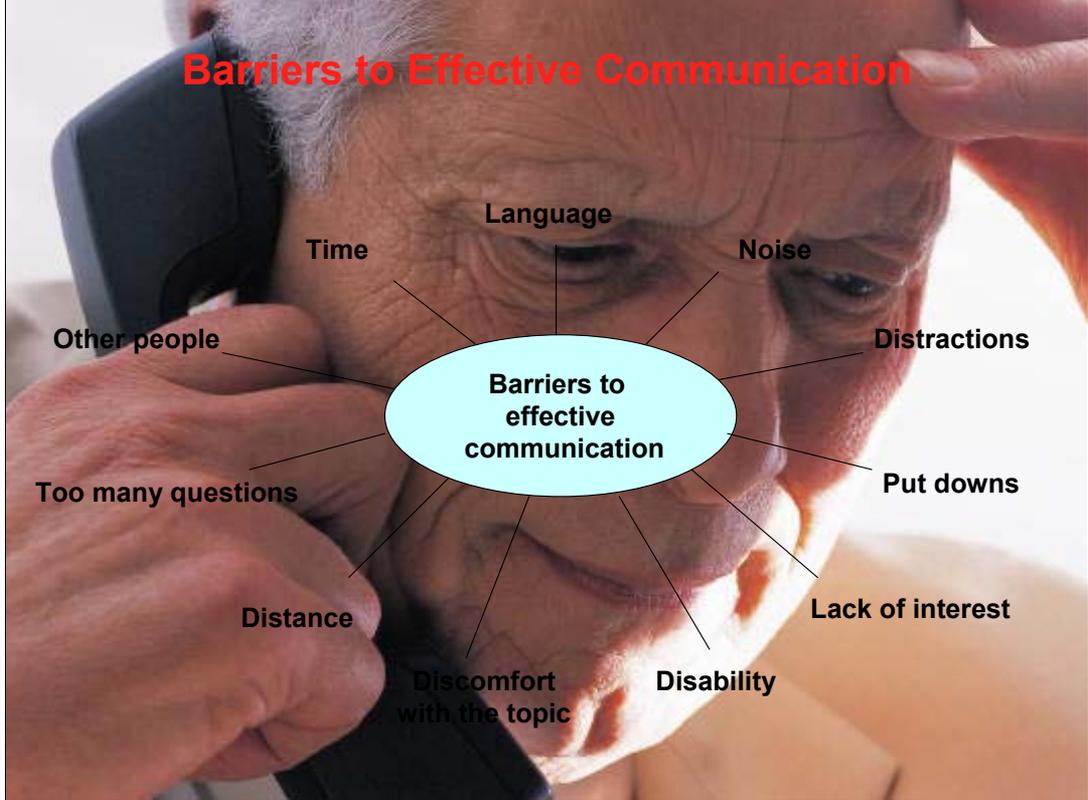


# Effective Communication Skills



Encourage participants to think about a situation where they must communicate with someone who is hard of hearing; anxious; has been put down in the past; doesn't know who you are – what are some of the things you can do to help communication?

# Barriers to Effective Communication



Show the title of this slide and ask people to see if they can suggest some of the barriers-reveal when there has been 2 to 3 mins of ideas from the group

## The Art of Listening

“If we were supposed to talk more than listen, we would have been given two mouths and one ear.”

Mark Twain

See Chinese character sheet ...



## Listening Skills

Active Listening

Responding

Paraphrasing

Asking questions for clarification

Mirroring the other person's language

Discuss what each of these means and give/ask for examples. Practice in pairs; One participant is given a situation/problem to talk about and the partner has to practise some of the listening and responding skills. Practice is also attempted in paraphrasing and clarifying.



## Active Listening

Attentive Body Language

Following Skills

Reflecting Skills

AND

Empathy Blockers!

Workbook pages on Active Listening; Listening Leads, 'Door Openers', and Empathy

## Responding

Responses to check that your perceptions are correct

Responses to encourage further communication

See handout for further ideas

Handouts “Keeping the Communication door Open” – if time, have a practice

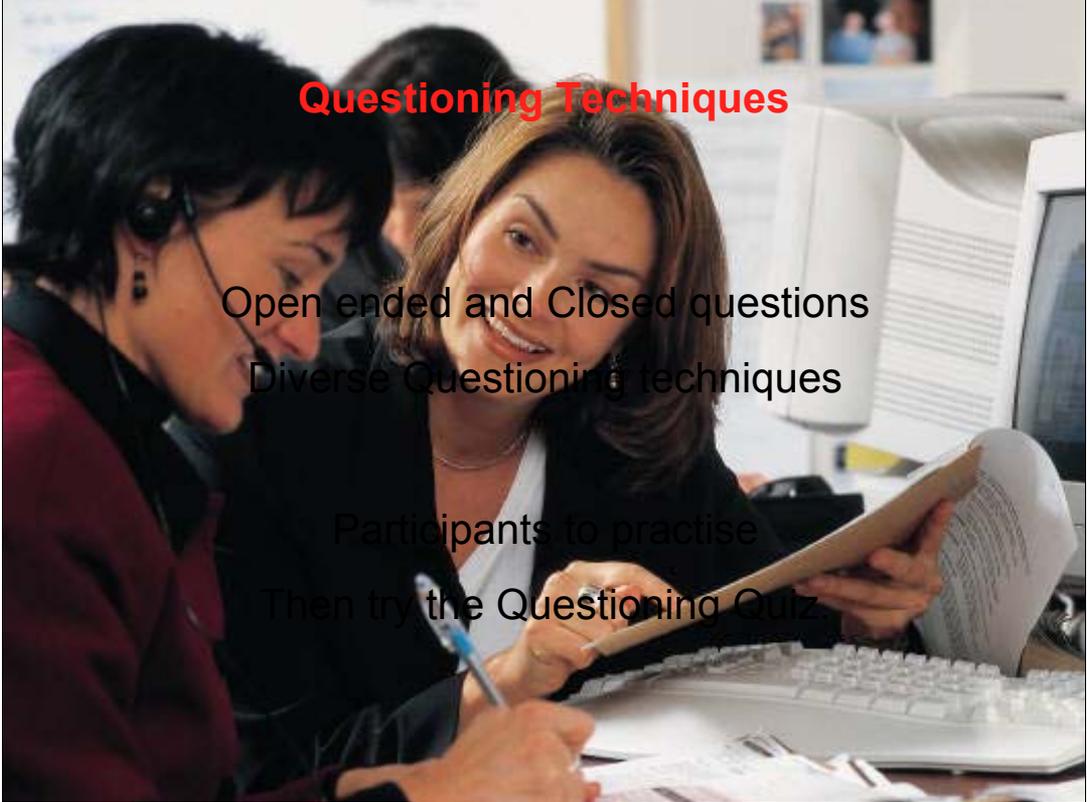
## Questioning Techniques

Open ended and Closed questions

Diverse Questioning techniques

Participants to practise

Then try the Questioning Quiz



3 items in workbook1: Open and closed questions; Questioning techniques; Questioning Quiz; \_ use jelly beans for “prizes” for correct answers.

## Individual Differences

What individual factors could affect the way a person “sends” or “receives” a message?

Is gender/age a factor?

How can we adapt if :-  
we have a problem ourselves or  
the other person seems to have a problem?



## Cultural Diversity

What do we know about the communication styles of different cultures?

Consider verbal and non verbal, including dress constraints, language difficulties, taboos.



Ask participants in pairs to identify as many different cultural groups that they can think of that they may come across in their vol work.

Are their differences in communicating? What are they? Which are the ones that matter?



## Group Processes

In groups there are obviously more people, so good communication skills are paramount.

Be mindful to practise:

Observing non verbal cues

Listening, responding, clarifying, paraphrasing and summarising

Identifying barriers to communication

Remember, silence is golden

AND

No one is perfect!

Give participants a group scenario with a card for each individual describing their character.

Ask them to try to resolve the issue using their best communications skills (Like DeBono's Thinking caps)

## Constraints on Communication

Legal Obligations

Anti Discrimination

Privacy Laws

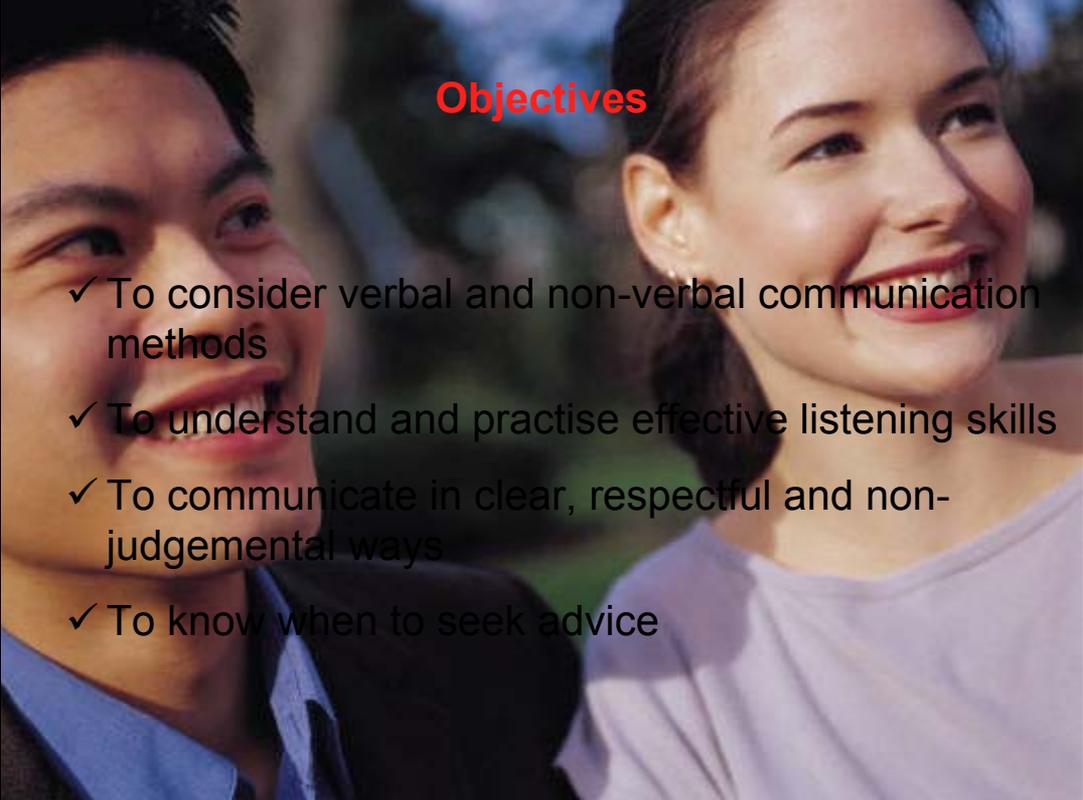
Code of Conduct of Organisation

Confidentiality and Gossip

Seeking Advice

Ask participants to identify any laws that may place constraints on communication in a workplace....write on whiteboard and add any that may be missing. Discuss also what constraints the organisation may place on the nature of communication. Could use a case study to explore Confidentiality issue if time permits- I have attached the two from the Frail Aged module by way of example.

Participants to identify confidentiality issues and the harm that can come from "gossip". If in doubt, they should be encouraged to seek advice within the organisation. Who should they turn to?



## Objectives

- ✓ To consider verbal and non-verbal communication methods
- ✓ To understand and practise effective listening skills
- ✓ To communicate in clear, respectful and non-judgemental ways
- ✓ To know when to seek advice

Check that these objectives are what participants felt were achieved during the workshop

## Evaluation

**Please complete an evaluation form and leave  
it with the trainer before you leave  
😊 THANK YOU 😊**

**TIME: 5 minutes (TOTAL ELAPSED TIME 2HR 50 MINS)**

ACTIVITY: Evaluation Sheet

HANDOUT: N/A

Contacts for the future include organisations that have engaged well with young people. Networking can begin. Look to orgs like the Red Cross, or local councils.

On a more formal level enrol in more training

