

Looking at Communication Skills

3

Learning outcomes:

- Contrast different methods of effective communication
- Recognise barriers in communication and find solutions to overcome them

What you will need:

- Handout 4 – Communication exercise
- Handout 5 – Meeting and greeting standards
- Handout 6 – How we respond to and communicate with others
- Handout 7 – How we interpret others
- Blank sheets of A4 paper

Content and suggested timings:

An overview of communication	15 mins
Meeting and greeting	20 mins
How we respond to and communicate with others	30 mins
In conclusion	10 mins
Total duration:	75 mins

An overview of communication

To begin this module, we suggest you first ask your delegates to participate in a short easy exercise. This is an exercise that raises awareness of how easy communication can sometimes be really hard to get right!

Arrange delegates into pairs. Ask them to arrange their chairs so they are sitting back to back.

Give one person in each pair a piece of plain paper and a pen. They will also need a hard surface such as a book or file to lean on. To the second person give them a copy of the first picture from **Handout 4** – communication exercise. Make sure that they do not show their picture to the other person and that they do not show it to anyone else in the room who will now be doing the drawing.

To ensure the people doing the drawing do not overhear the instructions given by a different pair, try to arrange pairs around the room in such a way that they will not be disturbed by other groups.



Explain that the first person in the pair now has 5 minutes to explain the drawing so that the other person can replicate it on their piece of paper. The person drawing can ask questions to clarify. The challenge is to reproduce the picture as accurately as possible. The person drawing must not ask to see the picture and must not turn around to look.

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