

General Communication Skills - Terms



A	S	F	T	R	L	A	R	U	T	L	U	C
S	D	O	D	E	R	T	T	Y	U	I	O	P
V	S	R	I	F	C	E	F	G	H	J	K	Y
O	G	M	F	S	E	H	R	Y	T	E	C	C
I	N	A	F	N	F	O	N	M	N	A	X	V
C	I	T	E	O	D	P	M	O	R	G	S	B
E	T	W	R	I	W	R	T	U	L	R	C	D
T	A	E	E	T	C	I	C	N	E	O	D	F
Y	L	R	N	S	F	C	J	W	G	J	G	V
R	U	Y	C	E	A	E	S	E	T	H	J	Y
E	D	U	E	U	D	N	N	D	G	U	K	M
F	O	J	S	Q	A	S	K	C	B	J	Z	X
G	M	T	E	R	M	I	N	O	L	O	G	Y

Cultural Differences
Technology
Tone
Questions
Answers
Terminology
Modulating Voice
Accuracy
Format

General Communication Skills



UNIT 1: COMMUNICATION & EMPLOYABILITY SKILLS

By the end of this lesson...



● You will know

- A. What issues can impact on effective communication
- B. What the general communication skills are
- C. Be able to describe some of the general communication skills

Assessment Criteria - Covered



- Explain the principles of effective communication
(P2)

Activity 1 – Communication Skills



- What do you understand by the following terms and how do you think they would effect communication?
- Cultural Differences, Modulating Voice, Terminology, Format, Accuracy, Changing Intonation, Use of Technology, Questions and Answers

Cultural Differences



- Differences exist between people from different nationalities, cultures, religions and even regions within the UK.
- These differences can lead to misunderstandings
- Cultures, languages and regional dialects can create barriers to communication
- Choosing the right words, phrases, gestures is important to ensure that you do not cause misunderstandings

Activity 2 – Cultural Differences Languages



- Using ActivInspire on your own computers, identify the American equivalent of the English words
- Ask a peer to review your answers once completed and see how many you have got wrong.

Activity 3 – Cultural Differences



- Using the True and False cards provided, indicate whether the following statements about different cultures are True or False

Activity 3 – Statements



- Shaking your head horizontally in India means yes
- Laughing in Japan is a sign of confusion, insecurity and embarrassment
- The word “Compromise” in Britain has a positive meaning, but in the USA it has a negative meaning
- The Chinese dislike being touched by strangers
- If invited to dinner, in many Asian countries and Central America it is well-mannered to leave right after the dinner

Adapting (Content & Delivery)

What does the word Terminology mean?

- Communication should be adapted to ensure that the terminology used suits the audience
- The age and composition of the audience can impact on the way you communicate with them
- You may need to raise your voice or vary (moderate) your tone of voice to maintain the interest of your audience
- You might communicate using a particular format, such as using rhymes, music or deliver it electronically

Accurate Information



- See Voki on VLE

Key Terms



- Facts – these can be proved; they are either true or false. Data can be collected and hypotheses tested
- Opinions – these are more complex; they vary from one person to the next and can change within the same person from one day to the next. Opinions can be strong or weak and may be influenced by knowledge – or the lack of it – of relevant facts

Activity 4 – Adapting & Accuracy



- Using the True and False cards provided, indicate whether the following statements about adapting and accuracy are True or False

Activity 4 – Statements



- Use terminology that will be understood by all of those people involved in the communication
- Modulating your voices involves raising and lowering your tone to keep an audience interested
- Using opinion is a more accurate method of presenting information to an audience
- Knowing the audiences learning styles will aid in understanding how to adapt communication
- Conveying opinion may risk you being labelled a liar

Activity 5 – Communication Skills



- What do you now understand by the following terms and how do you think they would effect communication?
- Cultural Differences, Modulating Voice, Terminology, Format, Accuracy, Changing Intonation, Use of Technology, Questions and Answers

Engaging the Audience



- To maintain the interest levels of your audience, you need to apply various techniques, such as:
 - Changing/varying your tone of voice
 - Pausing from time to time (during presentations!)
 - Varying sentence length, using longer sentences to carry train of thought and short punchy sentences to make a point
 - Use headings or bullet lists (to break up the message)
 - Use multimedia (Voki, Telegami) to alter the delivery and interest the audience

Questions & Answers



- Used to clarify points (giving the audience an opportunity to ask questions and enabling the presenter to check understanding)
- Provides the presenter with feedback on the presentation and can be used to improve future presentations

Have you got any questions about today's topic that you would like answered?

Activity 6 – Communication Skills



- What do you now understand by the following terms and how do you think they would effect communication?
- Cultural Differences, Modulating Voice, Terminology, Format, Accuracy, Changing Intonation, Use of Technology, Questions and Answers

Task



- **Produce a leaflet** that explains the principles of effective communication, your leaflet should consist of 3 points from the following list:-
 - cultural differences
 - adapting content and style to suit audience needs
 - question and answer
 - accuracy
 - techniques for engaging audience

Plenary

