

Barriers to Communication



- On the whiteboard write down any barriers to communication that you know

Interpersonal Skills



UNIT 1: COMMUNICATION & EMPLOYABILITY SKILLS

By the end of this lesson...



● You will know

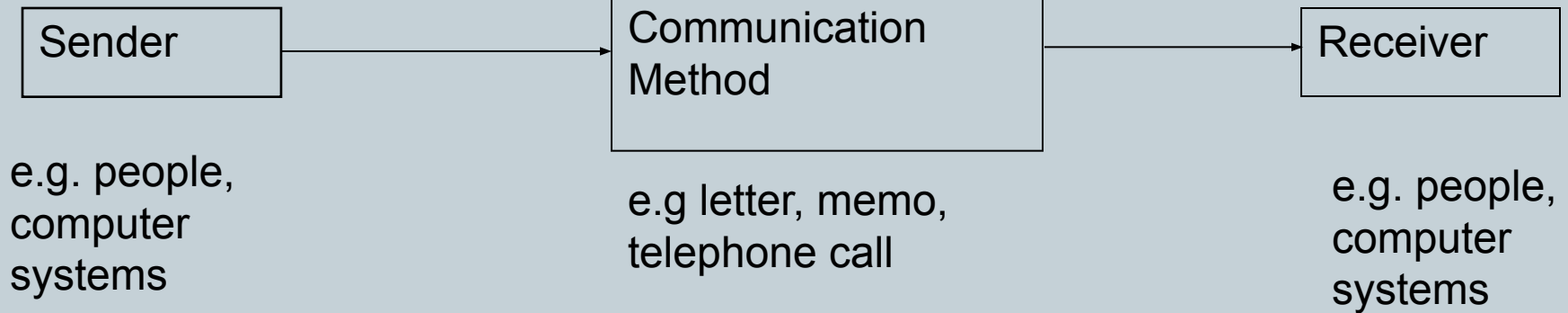
- A. Be able to identify the different interpersonal communication skills
- B. Be able to explain what the interpersonal communication skills are

Assessment Criteria - Covered



- Explain the principles of effective communication (P2)

How do we Communicate?



Activity 1 - Methods of Communication



- On the post-it notes provided, write down all the methods of communication that you know
- When you are finished, stick the post-it notes to the cupboard at the front of the classroom

Methods of Communication



- Verbal exchanges work for most people
- But for those who cannot speak, using sign language or lip reading for those who maybe deaf
- Using recognised signing systems as an aid for communication with the deaf (www.british-sign.co.uk)
- Written communication (to be covered next week)

Activity 2 - Signing



- In pairs and using the document “FingerSpelling Alphabet” on the VLE, try signing you name

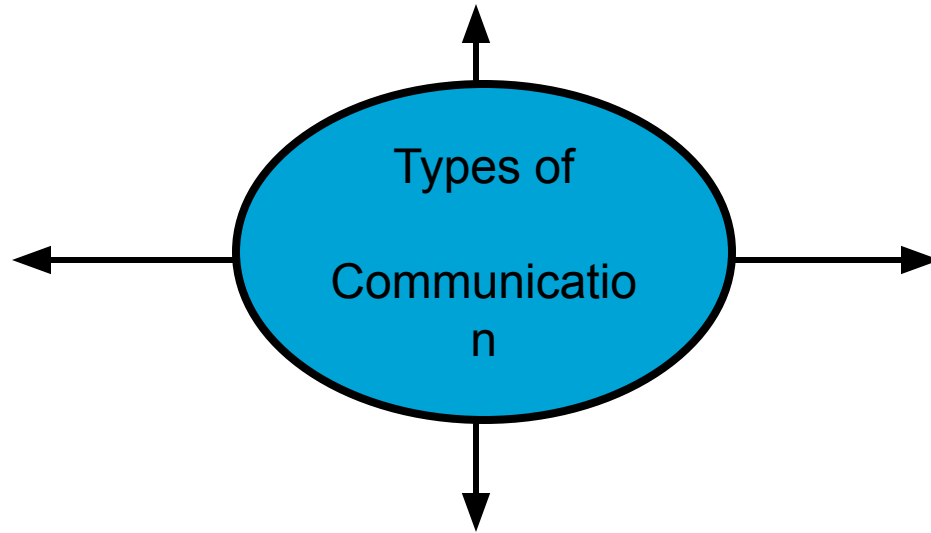
Ways of Communicating



Verbal

e.g. chatting,
apologising

Written
e.g. letter,
application
form



Expressive
Smiling, frowning,
hugging

Visual

Signing, Lip
Reading, Pictures,
Drawings

Verbal Communication



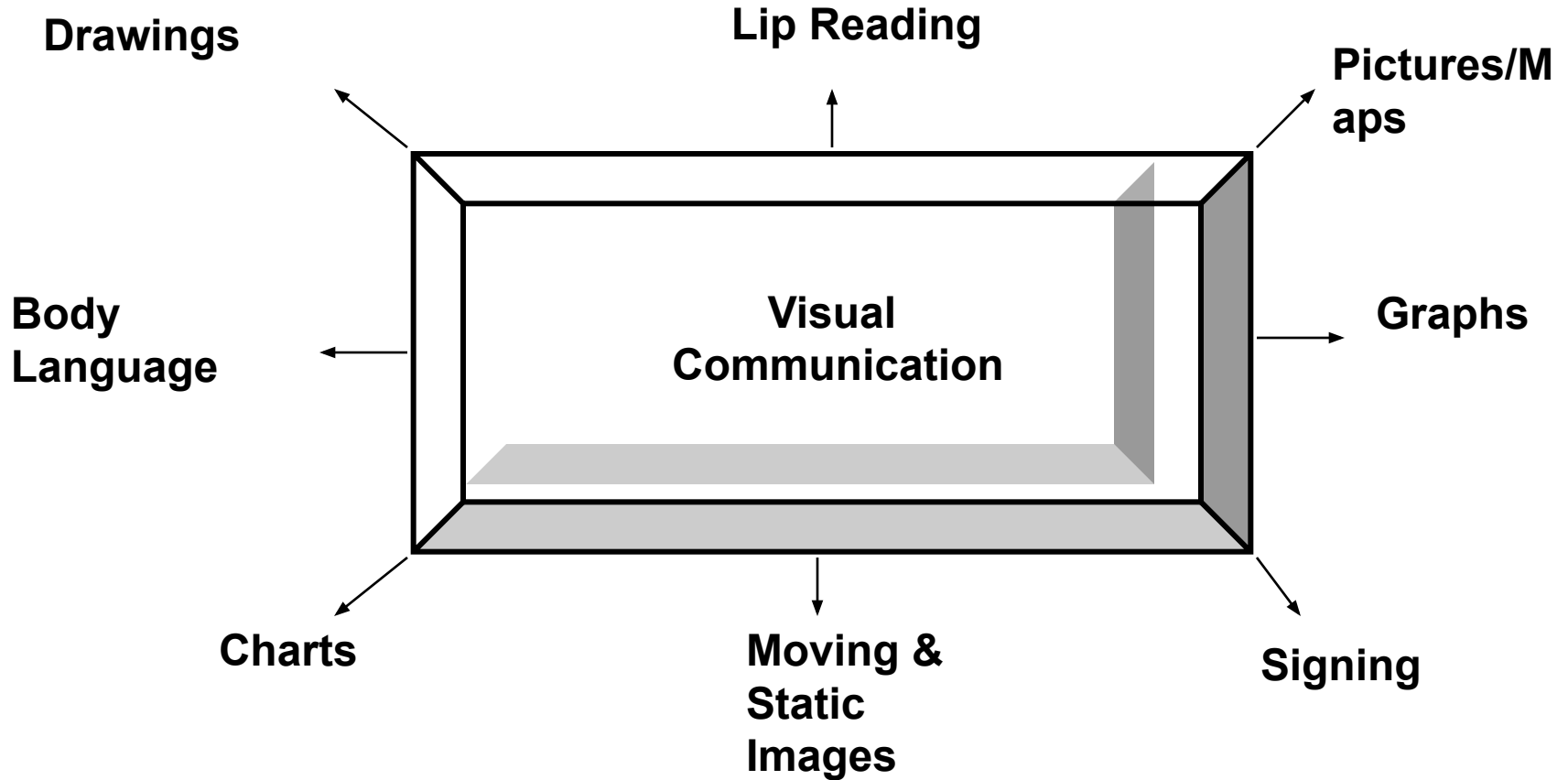
- **Types of verbal communications**

- Chatting
- Enquiring
- Apologizing
- Delegating
- Directing
- Advising
- Informing
- Challenging
- Debating

- **Acronym that ensures success with this type of communication**

- T Think before you speak
- A Analyse what is said before you respond
- L Listen to all aspects of the conversation
- K Kind words are free
- I Insults carry a price
- N Never seem distracted when somebody is talking
- G Give as much attention to the conversation as possible

Visual Communication



Techniques and Cues



- To express emotion in verbal communication, some change of tone is needed
 - A raised voice can indicate anger or impatience
 - A lowered voice can show fear or insecurity
- In face-to-face discussions, the tone of voice may be accompanied by some body language
- When using the telephone, body language is not possible, but hearing a pause or identifying emotions through intonation is still possible

Activity 1 – Negative and Positive Language



- Individually, look at the list of positive and negative statements on the Whiteboard, identify which statements are positive and which are negative
- On the second slide, sort the positive and negative words under the correct headings
- Swap seats with another student and check each others work, do you agree?

Active Engagement



- Communication doesn't just happen when you are speaking
- You can and do communicate in several ways while the other person speaks
- By paying attention and reacting to what the other person is saying, for example, with a nod or a frown

Types of Questions



- Communication is not just two people speaking in turn
- There needs to be a link between the people and questions can help to create such a link
- Using Open, Closed and Probing questions

Speed of Response



- Questions can be answered in a number of ways
 - Quickly and maybe with passion
 - Slowly after what looks like consideration of all the issues
 - Something in between or not at all
- Answering a question with a question is a delaying tactic that is often used in discussions
- Repeating the question back to the questioner is another delaying tactic that sometimes works

Key Terms



- Summarise – to sum up the most important points of a communication
- Paraphrase – to say again but using different words
- Open question – a question that could be answered in a variety of unanticipated ways
- Closed question – a question that expects a limited range of answers as Yes/No
- Probing question – a question that seeks out further information and narrows the responses down to the required answer

Activity 2 – Barriers to Communication



- Using the True and False cards provided, indicate whether the following statements about barriers to communication are True or False

Activity 2 – Statements



- Use terminology that will be understood by all of those people involved in the communication
- Nodding you head towards a speaker indicates interest and agreement
- Body language can lead to misunderstandings
- Shaking your head horizontally in China means yes
- Smile at someone while your tone of voice shows anger sends a mixed messages

Task



- **Produce a leaflet** that explains the principles of effective communication. It must discuss 3 points from each of the following areas:
- General skills:
 - cultural differences
 - adapting content and style to suit audience needs
 - question and answer
 - accuracy
 - techniques for engaging audience
- Interpersonal skills:
 - methods
 - techniques and cues
 - positive and negative language
 - active engagement
 - barriers
 - types of question

Plenary

