

Communication

Skills: Necessary for Life



Bell Ringers



- Is it possible to not communicate? Explain
- Finish the phrase “Communication Is...”

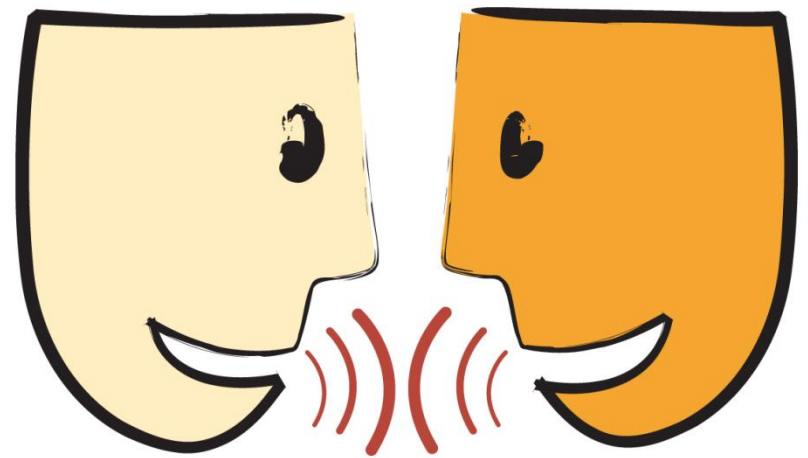
Impossible to NOT Communicate

- We communicate constantly....at home, at school, at work, with parents, children, siblings, friends, co-workers, employees, strangers, etc.
- Even when we choose not to communicate...for example you give someone the silent treatment...you are still communicating your feelings by your actions.



Communication Is...

- The process of exchanging thoughts, messages or information between two or more people.



Effective Communication

- How easy is it to communicate effectively? What can go wrong?
- Brainstorm a list and then add to it as you watch this video clip.

<https://www.youtube.com/watch?v=3FfaPhCKZew>

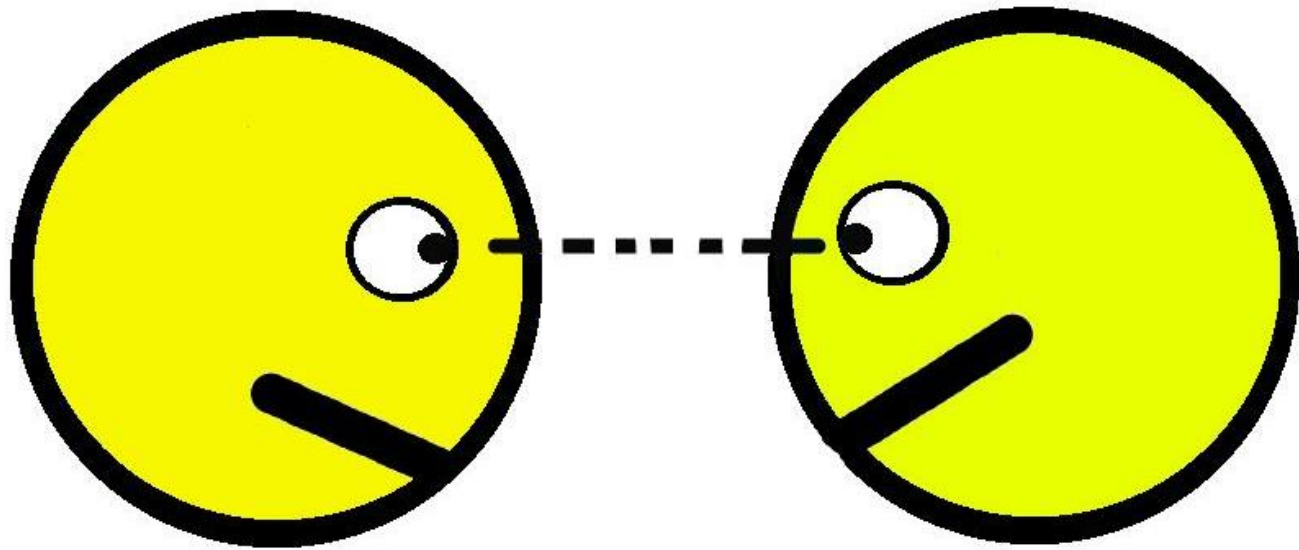
- Discuss

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Effective Communication Criteria

Eye Contact



Effective Communication Criteria

Active Listening



Effective Communication Criteria

Responding/Feedback



Effective Communication Criteria

Clear Message



Free Image Courtesy of FreeDigitalPhotos.net

Video Clip

Is this an example of good communication skills? Justify your response.

<https://www.youtube.com/watch?v=sr1uS8KZbto>



Video Clip

Is this an example of good communication skills? Justify your response.

<https://www.youtube.com/watch?v=nhe0KSGoUgc>



What Happens if We are Missing any of the Criteria?

- Participate in the “Drawing” activity with the teacher. Discuss the results.



Types of Communication

- **Verbal Communication** includes anything using the spoken word. Ex. Speeches, language, conversations, tone of voice
- **Written Communication** includes letters, books, texts, and is considered a form of verbal communication

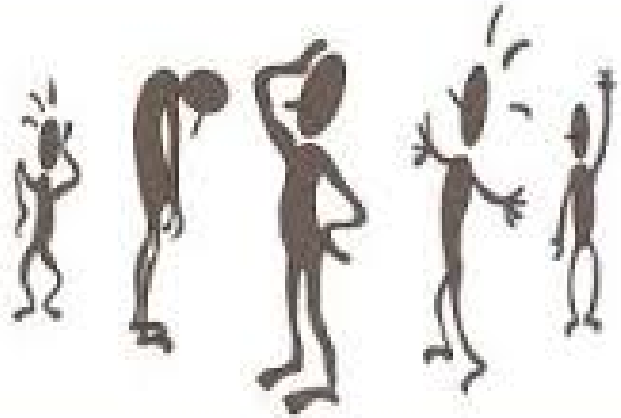


vs.



Types of Communication

- **Nonverbal Communication** includes body language, gestures, eye contact, posture, dress, symbols



- **Examples:**

<https://www.youtube.com/watch?v=OvEci5Bjgd4>

Let's Take a Closer Look at Non-Verbal Communication or Kinesics

- It is estimated that non-verbal communication is 93% of the messages we receive.
- It is said that communication is made up of 7% words, 38% of those words are spoken and 55% are non-verbal cues.
- Let's learn more about this topic before we practice...
- <http://www.youtube.com/watch?v=Kc2yRqat7q8&feature=related>

Non Verbal Communication

- How well can you read other people? Take the Emotional Intelligence Quiz and find out.



- http://greatergood.berkeley.edu/ei_quiz/
- How did you do? Let's try some

Based on the body language, what's going on in this picture? What might they be thinking or feeling? Why do you think so?



Based on the body language, what's going on in this picture? What might they be thinking or feeling? Why do you think so?



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Based on the body language, what's going on in this picture? What might he be thinking or feeling? Why do you think so?



Three Levels of Communication

- Go to <http://www.authenticworld.org/3-levels-of-conversation/>
- Use the information at this website to learn more about the levels of conversation. Complete the notes page provided by your teacher.



Three Levels Activity

- You will each select a magnetic slip of paper with a question or statement written on it. You will decide which level of communication it represents and then place it in the correct location on the board. Be prepared to justify your placement.



Communication DOs

- Listen
- Look person in the eyes
- Ask questions
- Hear a person out
- Resist distractions
- Be open-minded
- Assume Responsibility in a dialogue



Communication DON'Ts

- Interrupt
- Raise your Voice or Yell
- Call Names or Label
- Blame
- Force or Threaten
- Laugh at People
- Assume you Understand
- Make Snap Judgements
- Offer advice when not asked for
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Review Game

- Play Kahoot to practice identifying the communication Dos & Don'ts.



Video Clip

- Identify the Dos & DON'Ts committed in this clip

<https://www.youtube.com/watch?v=K0Jg7pvVzKk>



Video Clip

- Identify the Dos & DON'Ts committed in this clip
- <https://www.youtube.com/watch?v=4VOubVB4CTU>



Using I-Messages

- In order to respond to negative emotions and situations, it is important to use “I-messages” instead of “You-messages”
- Write down the 3 intro phrases used with I-messages.
- <https://www.youtube.com/watch?v=asjlO7ELEvc>
- In the workplace:
<https://www.youtube.com/watch?v=sswGv9iH-4o>
- With Parenting & Children:
<https://www.youtube.com/watch?v=nu7Nh3Vs7k0>

Practice

- Go back to what you wrote down for slides 17-21 when we talked about non-verbal communication.
- Individually, write an “I-Statement” for each of the pictures using your notes from the videos.



Partner Edit

- Finally, exchange your statements with a partner and check each other to see if the statements are correct. Underline each of the parts required in an “I-Statement” (remember the order is not important)
 - When...
 - I feel...
 - Because...
- Note: if all 3 parts are not included, have the original author rewrite and correct them.
- Go over some samples used with each picture before collecting students’ work.



Summary



Communication skills will be used in all aspects of your life...

- Relationships such as dating or marriage, friendships and even as a parent or child
- Work situations...with customers, employers, or other employees
- As a student in high school or college with teachers, students and other personnel

So...make effective communication skills part of your necessary life skills!