

SESSION 1. WHAT IS COMMUNICATION?

Objective: At the conclusion of the training session the trainee will be able to basically define the term; communication.

Nominal Session Duration: 90 minutes

Number of Participants: 4-8

Entry Level: N/A

Aids/Equipment: whiteboard, Whiteboard markers, Chinese whispers exercise sheet.

Teaching Methodology: group discussion, small group exercises, brainstorming.

Assessment Items: Matching exercise Session 2

Session 1. What is Communication?

Key Points	Notes
Introduction	Today we will be talking about what communication is and why it is important at work.
Participant Introductions ACTIVITY	<p>Ask participants to think 2 truths and one lie about themselves. Participants are to share these 3 facts as true. Over the remaining week the participants are to try and find out which is the lie. Debrief at the end of the week or other suitable time. All needs to be revealed at this time.</p> <p>Direct discussion re: § what happened § what did we find out § how did we find all of this information</p> <p><u>FOCUS POINT:</u> DEFINE COMMUNICATION - SENDING / RECEIVING OF MESSAGES.</p>
Chinese Whispers Activity Sheet 1	<p>§ Facilitate Chinese Whispers exercise</p> <p>§ Discuss what happened, how the participants felt, what would make the exercise easier/harder.</p> <p>§ Did the participants feel that they were communicating effectively? Why/Why not?</p> <p>§ Participants are to share experiences when they feel that they were not heard or there was miscommunication.</p>

Key Points	Notes
<p>What is Communication?</p> <p>BRAINSTORM</p>	<p>§ Write trigger on butchers paper: "I am communicating when I..."</p> <p>§ Participants are to think of as many responses to the trigger as possible. Record all responses.</p> <p>§ Debrief and discuss each suggestion.</p> <p>§ "Good" suggestions are to be included in an Effective Communication Checklist. This checklist will be referred to throughout the module.</p> <p>§ Discuss different elements of communication:</p> <ol style="list-style-type: none"> 1. Listen to what is being said 2. Watch/See what is happening 3. Say/Ask questions
<p>Communication at Work</p> <p>DISCUSSION</p> <p>Activity Sheet 2</p> <p>Activity Sheet 2a</p>	<p>§ Handout activity sheet</p> <p>§ Work through workplace contexts</p> <p>what is being communicated or needs to be communicated</p> <p>who is communicating</p> <p>where workers need to communicate,</p> <p>how they communicate,</p> <p>when they communicate,</p> <p>why they communicate</p> <p>§ Discuss examples in terms of two way and one way communication. Distinguish the differences. Discuss benefits and costs of each.</p>

Key Points	Notes
<p>The JOB Interview</p> <p>PRACTICE ACTIVITY Activity Sheet 3</p>	<p>§ Organise participants into groups of 3.</p> <p>§ Handout Activity Sheet 3.</p> <p>§ Participants to practice their communication skills in a simulated job interview.</p> <p>§ Debrief and participants to identify two things they need to improve on. <i>Job interview will be undertaken again during final session.</i></p>
<p>Session Review: Activity Sheet 4</p>	<ol style="list-style-type: none"> 1. How do you know if people are communicating? 2. Identify the example of 2-way communication. <ul style="list-style-type: none"> Ÿ person on own Ÿ person reading Ÿ persons communicating appropriately Ÿ 1 way communication 3. List two benefits of 2-way communication
<p>Session Preview:</p>	<p>What's on next week? Non-verbal communication</p>

Activity Sheet 1 Session 1

CHINESE WHISPERS

Instructions:

Request 4-5 volunteers to pass the message. The remaining participants act as observers. Brief the whole group regarding what is to happen;

1. messengers are to stand outside room
2. trainer to hand out copies of the script to observers and highlights key points to watch for. Note that messengers are to only enter the room when it is time for their turn.
3. 1# participant comes in and Trainer reads through script. The messengers are not allowed to ask questions or clarify any of the information.
4. 2# participant comes in and is given the message from 1# participant. *Same rules apply.*
5. Repeat with all remaining messengers, one by one.
6. Read through whole script and encourage observers to give messengers feedback regarding information they remembered and omitted.
7. Discuss/debrief in terms of what made the exercise difficult/easy and link to 1-way communication.
8. Repeat exercise, allowing messengers to clarify information and ask questions. Follow steps as before.

SCRIPT:

Joe went to work in a **red hat** and **blue shoes**. He started to work with the **gardening crew** and hurt his hand when he was using the clippers to trim an abelia bush. His supervisor, Ben, bandaged his hand using the **first aid kit** located in the **ute** and then took him to **Port Kembla hospital**. The nurse who has **curly hair** and is called Adele gave him **10 stitches**. Joe can come back to work in **9 days** as long as he wears **gloves** when he is gardening. He must also have the dressing changed in 3 days at the clinic in Warrawong. Joe is not allowed to get his hand wet while he has stitches.

OBSERVER'S COPY

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ACTIVITY SHEET 2 SESSION 1

Purpose:

When we look at different workplace situations we need to be able to work out;

- § **what** is being communicated or needs to be communicated
- § **who** is communicating
- § **where** workers need to communicate
- § **how** they communicate
- § **when** they communicate
- § **why** they communicate

Instructions:

Work through first example together.

Complete remaining examples on your own. You may like to use butchers paper to spread out your answers.

You are welcome to ask your trainer for assistance.

Discuss your ideas with the rest of the group.

WHAT	WHO	WHERE	HOW	WHEN	WHY
Eg 1. O&S meeting	CF&S committee members (trainers, supervisors, employee representatives)	Training room	CF&S Coordinator runs meeting. Follow agenda of different items to discuss. All committee members share ideas and make decisions.	Once a month	To make a safer workplace.
1. Lunch time					
2. Individual Plan					
3. Employee Meeting					
4. Request for holiday leave					
5. A new procedure is being introduced and all employees need to follow it.					
6. Annual					

WHAT	WHO	WHERE	HOW	WHEN	WHY
work Christma s party.					

SAMPLE

ACTIVITY SHEET 2a SESSION 1

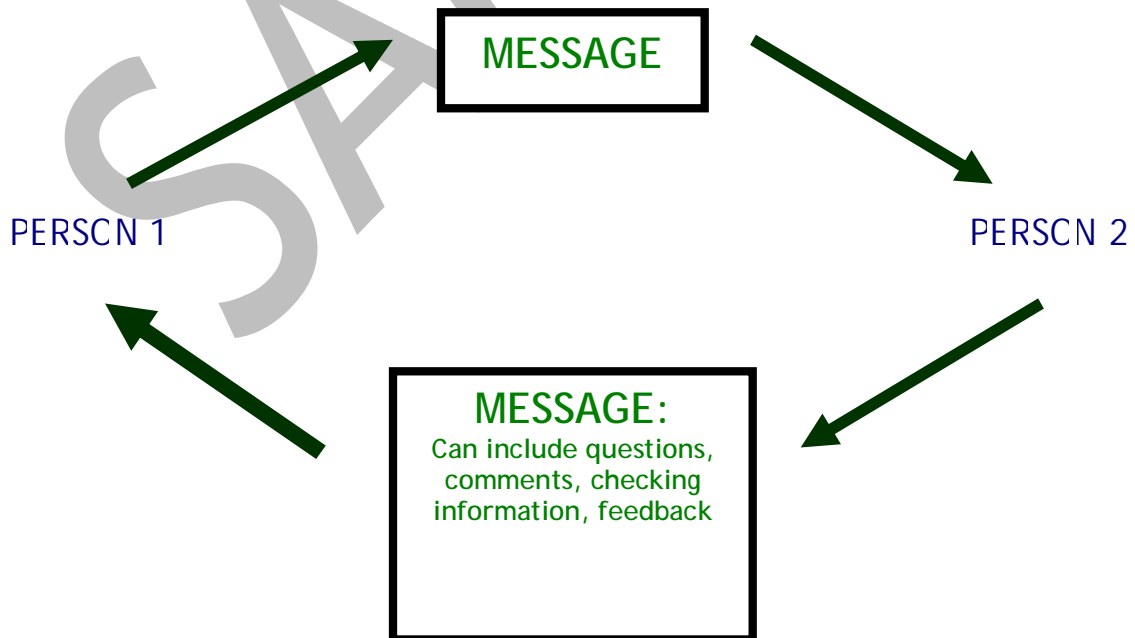
Purpose:

To be able to distinguish between one way and two way communication, and apply this knowledge to the examples on Activity Sheet 2 and other examples.

ONE WAY COMMUNICATION MODEL:



TWO WAY COMMUNICATION MODEL:

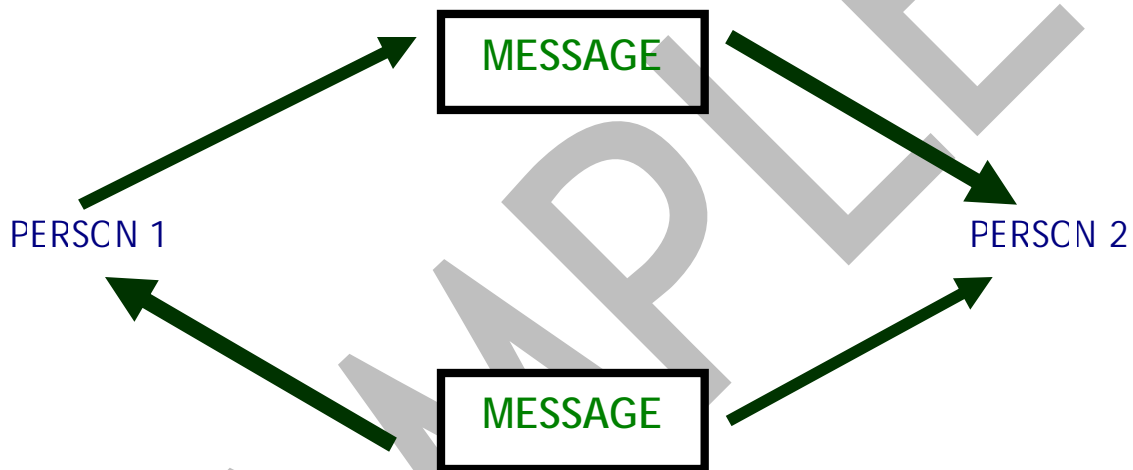


ACTIVITY SHEET 3 SESSION 1

Purpose:

To be able to practice some basic communication skills using the two way communication model.

TWO WAY COMMUNICATION MODEL:



Instructions:

- a) You are going to participate in a practice job interview with 2 other participants.

You have applied for a job in one of the following (you pick):

- busy restaurant
- nursery
- supermarket

- b) There are three roles:
 - applicant
 - interviewer
 - observer

- c) You need to research the job you are interested in and write a list of the main duties. You may need to use the internet to get the information you want.
- d) When you are ready you need to decide who is going to act as the interviewer and the observer.

Each person needs to take on a different role each time.

See the following pages for interviewer information and observer information.

- e) Practice the interviews and the observer is to watch what happens and give feedback.

When the interview is finished the observer is to give feedback to the person playing the applicant.

INTERVIEWER

Instructions:

You are going to be the “manager” at the business where the “applicant” wants to get a job.

You need to ask the “applicant” the following questions.

Questions:

1. What job are you applying for?
2. Why do you want this job?
3. Tell me about when you have had to be in a team?
What was it like?
4. Can you work on weekends?
5. Do you have your own transport?
6. If you had to deal with an angry customer what would you do?

OBSERVER

Instructions:

You are going to be the observer and record what happens in the interview.

When it is finished you need to give feedback to the interviewer and applicant about how they communicated.

Do you see the interviewer and applicant doing the following?

Tick the box if you do.

Asking questions	Using eye contact	Giving answers	Checking information	Speaking clearly.

ACTIVITY SHEET 4 SESSION 1

Purpose: To be able to assess your knowledge of basic communication.

Instructions: Answer the following questions.

- a) What is communication?
- b) What is the difference between one way and two way communication?
- c) Draw the two way communication model.
- d) List three examples of when people communicate at work.
- e) Name two benefits of two way communication.