

Effective Communication

Healthy Living Youth Zone

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Wakenagun Youth Healing Lodge

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Pelican High Peak Youth Healing Lodge

Agenda

1. Sharing Circle (10 Minutes)
2. Active Listening (5 Minutes)
3. Listening Test (10-15 Minutes)
4. Sharing Circle (10 Minutes)
5. FICS (15 Minutes)
6. Tips for Effective Communication (15 Minutes)
7. Why Miscommunication Happens? (10 Minutes)
8. Communication Activity (15-30 Minutes)
9. Communication Resources / Free time (Remainder)



Sharing Circle

In your own words, what does communication mean? What are components of communicating with another person?



Active Listening

Listening is just as important as speaking

When people hear "communication" most assume that speaking alone is communication. However, another important aspect of communication is receiving and deciphering information....AKA Listening! When we have a verbal conversation, you are performing the act of speaking out information along with taking in and understanding information from the other speaker. Therefore, while it is great to be articulate, clear, and loud while we speak, don't forget to allow the other person to speak and make sure we are attentive to what they are trying to say.



Listening Test

Activity

Ok, we are going to try something a little different.

1. Grab a pencil and paper.
2. I am going to read you a list of words to test your memory.
3. You must listen carefully as you aren't allowed to write them down on paper until I say "GO"



Listening Test

Activity

The act of listening is challenging! Sometimes there are other distractions, priorities, and other changes of subject that make it harder to remember and possibly distract you from what you needed to listen to. This can possibly make you mishear something or possibly add in details that weren't even part of the conversation. Don't worry though, nobody expects you to be a master of active listening. You will get better at it over time, just remember, distractions like using your phone, thinking, and background noises or visuals can all affect our listening.



Sharing Circle



What did I do that made listening harder in the activity?



F.I.C.S

Active Listening Skills

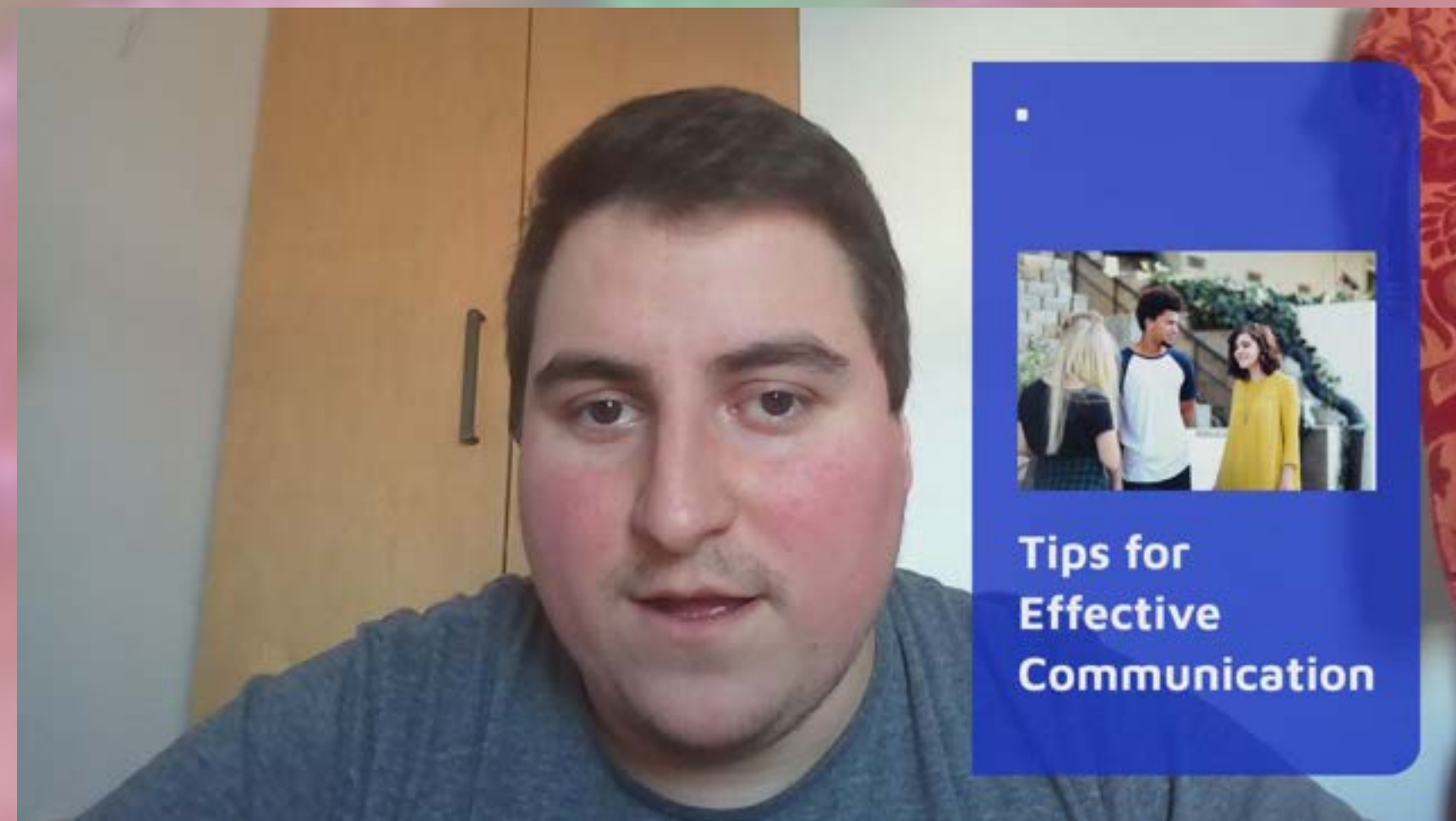
- 1. Face the Person:** Ensure you are facing the person you are listening to or they will think you don't care or aren't listening . Nod, smile genuinely, or show appropriate facial expressions to show interest!
- 2. Ignore Distractions:** It can be hard but try to focus on the person in the moment. Don't let your thoughts wander and try not to look at your phone.
- 3. Clarification:** If you don't understand something, don't be afraid to ask questions for further details. Just don't interrupt the person until they are done speaking.
- 4. Summarize:** When the person is done speaking, it is important to react and answer appropriately to what was said. For example, your friend tells you they are going to a concert. Your reaction should be something like, "wow! you must be excited to go see your favorite band live!" making sure you sound excited too while you express your answer.



Tips for Effective Communication



- 1. An intention for connection**
- 2. Listen more than you speak**
- 3. Understand the other person first**



Tips for Effective Communication



4. Understand needs, wishes and values

Everything people say and do expresses an underlying need, longing or value. We can learn to identify and ‘hear’ these needs, even when they are not expressed explicitly. Because all human beings share these needs, they are our magic key to unlocking mutual understanding. For example, if someone says, “You are so selfish, you never do anything to help at home,” they are indirectly expressing a longing for consideration and support, but it is coming out as blame and judgment. If we can empathise rather than react, we will connect and the person will feel understood.

5. Begin with empathy

Refrain from:

- Immediately telling your own similar story
- Interrogating with lots of data-type questions
- Interpreting the other’s experience
- Giving advice
- One-upping e.g. “if you think that’s bad wait till you hear about what happened to me!”
- Dismissing the person’s feelings e.g. “Oh don’t be angry.”
- Dismissing the person’s experience, or telling the person that this experience is actually good for them!



Generally people appreciate receiving empathy more than anything else.

Tips for Effective Communication



6. Take responsibility for your feelings

7. Make requests that are practical, specific and positive

8. Use accurate, neutral descriptions

9. Be willing to hear “No”

10. Ways we communicate other than words



How Miscommunication Happens



Communication Activity

Activity - Think, Pair, Share

In this activity, you will be working in pairs of three to draw a picture. However, only one of you can draw and only one of you can see the picture. The third person will observe. We will do this activity 3 times.

Think - 10-15 Minutes

- We can choose our groups or I can make them randomly?
- For the first round, decide who wants to draw, explain, and observe.
- The goal is to recreate the picture by having the explainer instruct the drawer what to do. We will rotate two times with two different pictures.

Pair - 10-15 Minutes

- Complete the activity x3 - Assist when necessary .
- Added bonus: Teams race to do the most accurate drawing and in the quickest time?

Share - 10-15 Minutes

- How was communication necessary for this activity? Was there times when miscommunication happened. Take 5 minutes to discuss with your group.
- Each group will share their experiences.



- Pencil/Eraser
- Writing Material
- Enthusiasm

Resources for Healthy Relationships



Some Tools to Improve Communication

1. How good are your communication skills? - This is a survey that measures your communication skills.
2. Gonoodle - Take a break, move around, and enjoy this Gonoodle video!

