Communication Skills

How to communicate effectively in your professional and personal life

Ground Rules

* 1. Respect everyone's opinion. There is no "right" or "wrong" answer. There is no such thing as a "stupid" question.

* 2. Respect the person who is speaking.

* 3. Each workshop will be 30-45 minutes.

* 4. Respect differences.

* 5. Participation is a part of learning, try not to be shy :)

* 6. No insults, bullying, or humiliation will be tolerated.

Introductions: Ice Breaker!

* Marooned: Imagine that you are stranded on a desert island. What three personal items would you have brought with you if you knew there was a chance that you might be stranded? Share your ideas with the group!

What is Communication?

* "An act or instance of transmitting" or "An exchange of information" Merriam-Webster dictionary

* What does communication mean to you? What is important to keep in mind when you are communicating with someone?

* Discuss with a partner and then share your ideas.
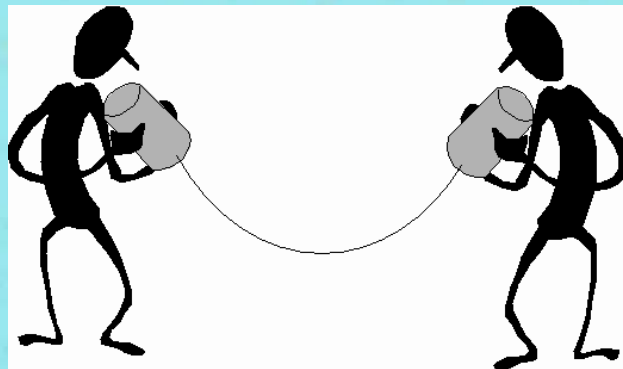
What is Communication?

* Two parts to communication: sending and receiving messages between others.

* You can communicate information, thoughts, feelings, and your perceptions verbally or non verbally

* There are many ways to communicate: speech, body language, sing language, written messages, symbols.

* Who you communicate with: large groups, team members, colleagues, friends, your partner, the world...

The Importance of Communication

* Miscommunication can lead to confusion, conflict, and even hurt feelings.

* Why do you think communication is so important?

* Can you think of a time when poor communication impacted your work or personal life?

Tips for Practical Communication

* Maintain eye contact

* Stick to the topic or matter being discussed.

* Pay attention to body language and non-verbal communication.

* Be clear with your message.

* Ask questions if you misunderstand something.

* Respect and treat others as how you would want to be treated.

Listening

* Listening makes up half of communication.

* Not listening is a major barrier to effective communication

* Communication obstacles: automatic talking, selective listening, changing the subject, "daydreaming"

* Non-verbal signs can also be a barrier: eye rolling, posture, facial expressions can all show disinterest or boredom

The Importance of Listening

* Listen to me! Activity (Diversity and Dialogue)

* Get into groups of two. One partner, the "talker", will discuss for one minute their favourite music. Their partner, the "listener" will act as a bad listener. Repeat a second time with the "listener" acting as a good listener.

* How did it feel when you were being listened to? When you weren't? How did it feel to listen?

* How can you relate this exercise to every day life?

The Importance of Listening

* Good listening: show interest, give reactions to statements, nod your head, keep eye contact, ask questions, don't change the subject

* Bad listening: no eye contact, look bored or distracted, only talk about yourself, don't ask questions, only give "yes" or "no" answers, looking at your watch or cutting your nails

The Importance of Communication

* Blindfolded Assault Course (Diversity and Dialogue)

* Practice sending and receiving messages (the basics of communication)

* Find a partner and stand on opposite sides of the room. One partner will be blindfolded and the other must successfully guide them across the room without bumping into any of the objects on the ground.

* Reflection: How did you make sure you were understood? What was it like to "actively listen"?

Communicating in a Job Interview

* Try to be prepared. Think about what skills, motivations, and hopes you want to communicate to your potential employer.

* Some common questions include: Why did you apply for this position? What makes you a good candidate for the job? Can you tell me about yourself? What are your strengths? What do you want to do for the company? Are you ready to work in other locations?

* Handle "situation questions" with confidence in your abilities.

* Make sure you understand the question by repeating it.

More Tips!

* Provide enough appropriate information to the interviewer but don't go off track

* Focus on the positives.

* Pay attention to your behaviour and nonverbal communication!

* Listen carefully to the interviewer. Avoid touching your face, swinging the body, looking distracted, annoyed, or bored,

* Present yourself with confidence, look professional.

* Don't forget to say thank you!

Energizer

* Zip Zap Bop

* Get together in a circle. Each person takes turns throwing the ball. If they say "Zip" they throw the person to the person on their right. If they say "Zap" they throw the ball to the person on their left. If they say "Bop" they throw the ball to anyone in the circle who is not sitting beside them!

Let's Practice

* Work in pairs. You will take turns interviewing each other using the questions already prepared for you. Take a few minutes each to prepare for your interviews (think about your skills, your strengths...) and then begin! You can be creative, but professional, with your answers.

* Reflection: was preparation beneficial? More time? How did you effectively communicate to the interviewer? Did body language make a difference? Manners? Were things clear?

Interview Questions

- 1. Can you tell me about yourself?

- 2. Why did you apply for a job in this company?

- 3. What are your strengths? What is something you'd like to improve about yourself?

- 4. What skills can you offer?

- 5. How will you balance your work with your personal life?

The End!

* Thank you for your time and cooperation!

* Any questions?

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