

Communication

(2 hours)

Activity: Importance of communication

Duration: 20 minutes

Materials:

Objectives: To provide an introduction to the subject of communication and allow participants time to reflect on previous issues they have experienced through poor workplace communication

Description: Ask Ps to think of a time at work (either in their current or past organisations) where they have noticed poor communication causing a problem. Give them 2 minutes to think about this, then in groups of 3 share their experience. If necessary offer question prompts (What happened? What was the effect of the miscommunication? Was the problem resolved? What ought to have happened ? What can be said about communication from this incident?)

In plenary discuss the commonalities in the different stories. Any lessons on communication can be gleaned from these incidents? Different forms of communication?

Activity: Feedback

Duration: 40 minutes

Materials: Feedback PowerPoint.

Objectives: Participants are introduced to certain concepts regarding feedback – its importance, what constitutes effective feedback, and some feedback tips

Description: T goes through PowerPoint explaining the various aspects (regarding importance of feedback, Johari window, and effective feedback). Stop on slides marked “Task” and ask group to discuss issues raised there. On second task, (BOFF), groups discuss and work together to script their feedback interactions. It is suggested then that they act

them out at the front (perhaps with volunteers from other groups playing the feedback receiver), so that feedback on how they did can be given.

Activity: Conflict Management

Duration: 25 minutes

Materials: Conflict PowerPoint

Objectives: Participants reflect upon a conflict they were involved in and see some ideas about managing conflict
Description: Ask Ps to think about a (work) conflict which they have been involved in, either as a participant or as a mediator, and think about the answers to the following questions:

- What was the problem?
- How did it arise?
- How did you deal with it?
- Did you feel it was resolved successfully?

After 3 minutes thinking they should share their reflections with a partner T then runs through PowerPoint of conflict ideas, including the procedure for handling conflict. At each stage ask Ps to think about the initial conflict they thought about and see how the theory/models presented match to that conflict

Activity: Active Listening

Duration: 35 minutes

Materials:

Objectives: Participants are given the opportunity to practice the skill of active listening
Description: T explains how active listening works (listener paraphrases, repeats back, summarises, asks clarification questions) and why it is useful (normally in conversation/conflict we do not truly listen but instead are thinking about what we will say next – active listening forces us to listen – meaning speaker feels heard and we genuinely do hear) . T demonstrates active listening at the front with volunteer (volunteer recounts problem they are dealing with, T listens actively. Does not try to fix problem!).

Then Ps are put in groups of 3. Each is assigned a letter (A, B, C). In 5 minute segments each practices active listening. (1st: A speaks, B listens, C observes. 2nd: B speaks, C listens, A observes. 3rd: C speaks, A listens, B observes). After each 5 minute slot T asks the whole group how they felt – How did speakers feel? Listeners? Observers – any observations?) Process is repeated until each has had the chance to practice active listening.