

## Activity: Importance of communication

**Duration:** 20 minutes

**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/school communication*

### Description:

Introductory question to be asked form participants:

- Think of a time at work (either in your current or past organisations/school/community) where you have noticed poor communication causing a problem. I'll give you 2 minutes to think about this.
- In groups of 3 share your experience:
  - *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?

Write the lessons learnt on a flipchart.