



# Communication Skills



# TODAY'S ACTIVITIES

- **Warmer: Drawing exercise**
- **Active listening exercise**
- **“I” Message exercise**
- **Conflict resolution?**
- **Practising for a job interview?**





# BACK-TO-BACK DRAWING





# DISCUSSION

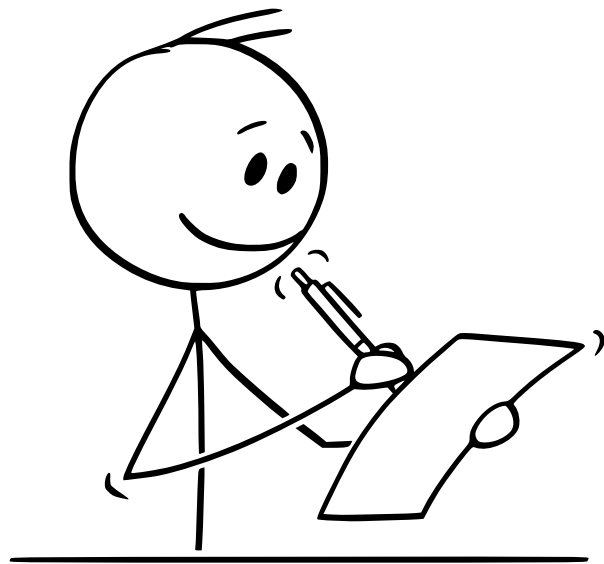
1. Was it difficult to give the instructions/draw the image?
2. What were the most helpful things your partner did to help you understand?
3. How could this happen on a job or in your personal lives?



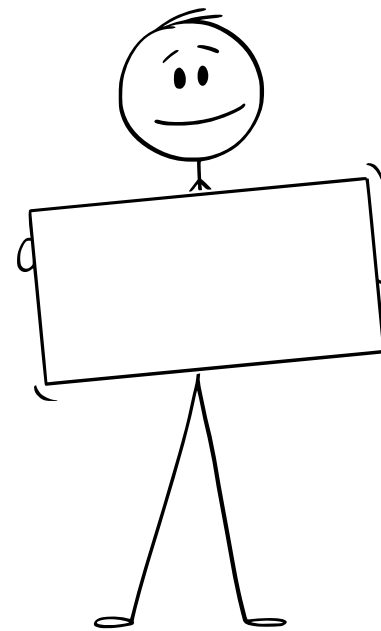


# COMMUNICATION

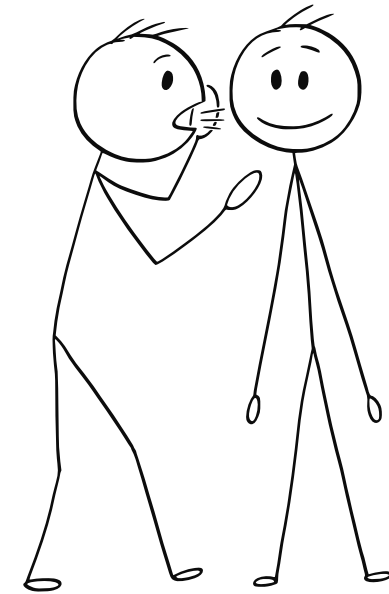
- Communication is like sending and receiving a message



**You are the sender – you have a message (something to say).**



**You say it out loud (that's the message).**

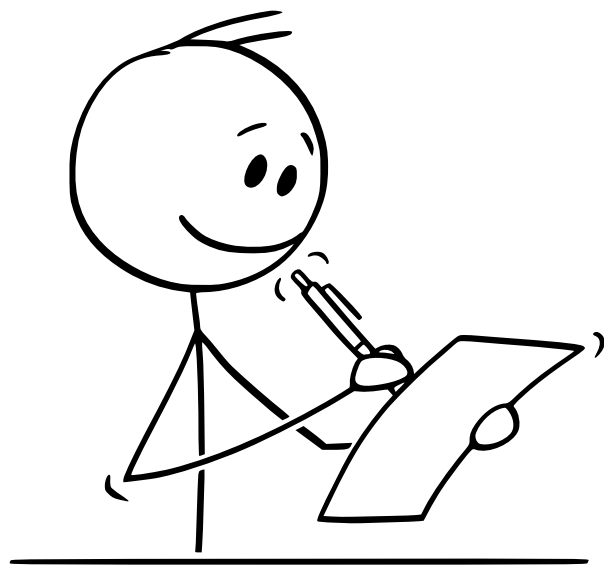


**The other person hears it – they are the receiver.**

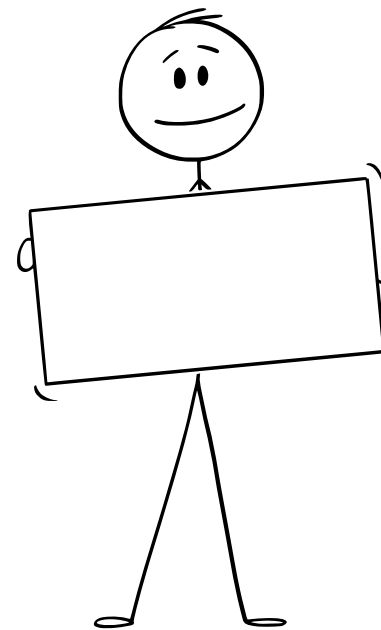


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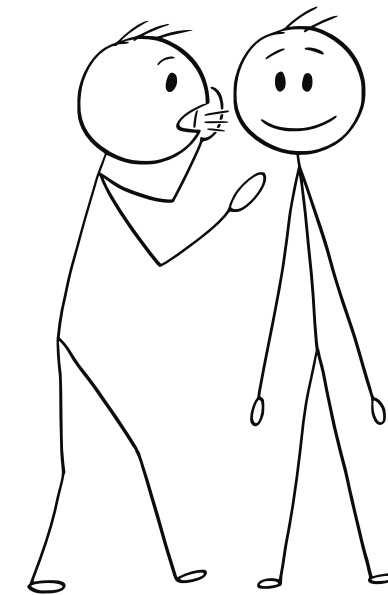
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**You are the sender – you have a message (something to say).**



**You say it out loud (that's the message).**



**The other person hears it – they are the receiver.**



# GOOD COMMUNICATION



**Saying your message clearly**



**Listening carefully**



**Checking that the other person understood you**





**ARE YOU LISTENING?**  
**ACTIVITY 1**



- Have you ever experienced a “bad listener”?
- How does it make you feel when someone doesn't listen to what you are saying?
- How does this happen in real life — at home, at work? And what are the potential consequences?



# What Is Active Listening?

Active listening means:

- Really paying attention
- Showing that you are listening
- Trying to understand the other person

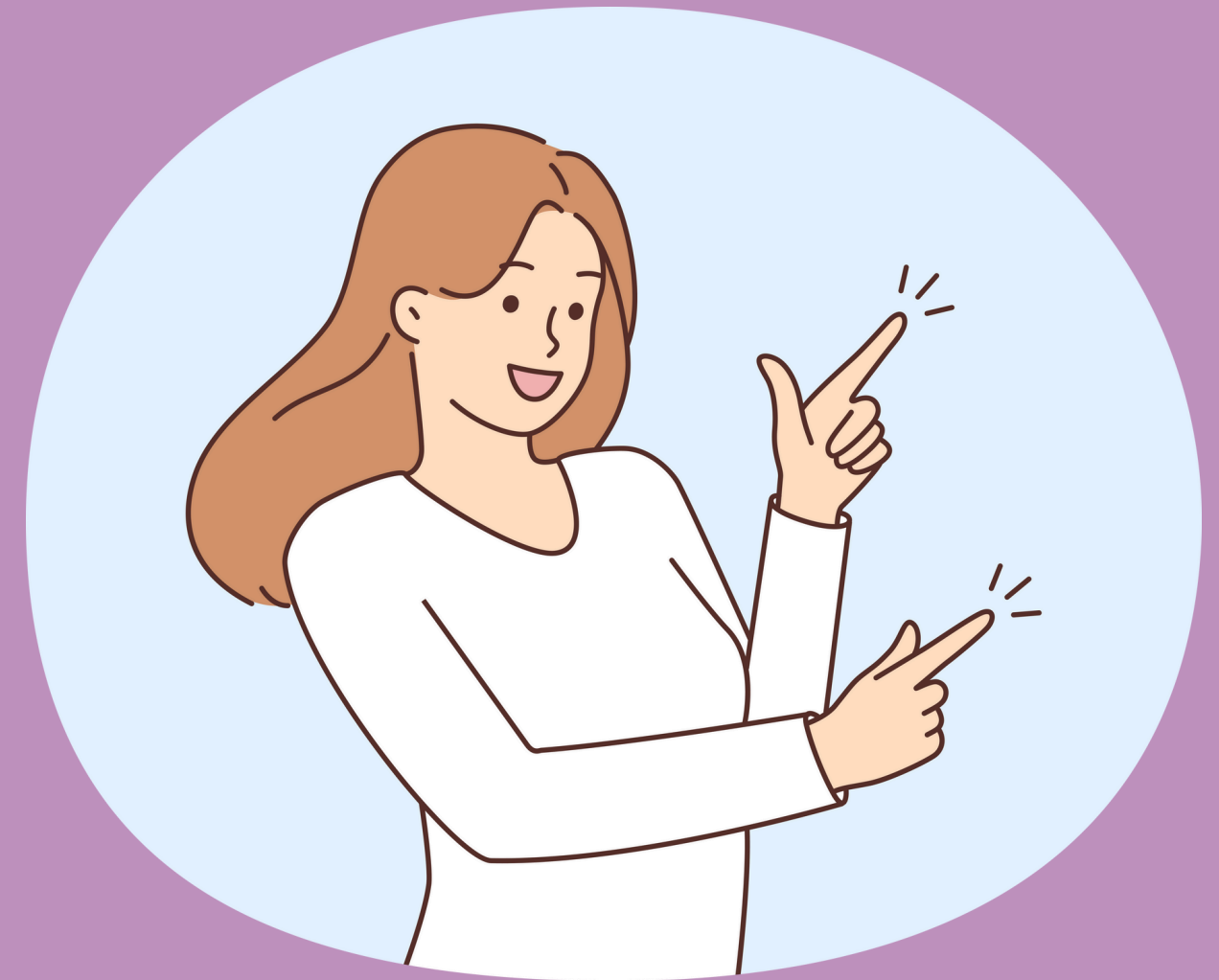
**Listening is more than just hearing!**





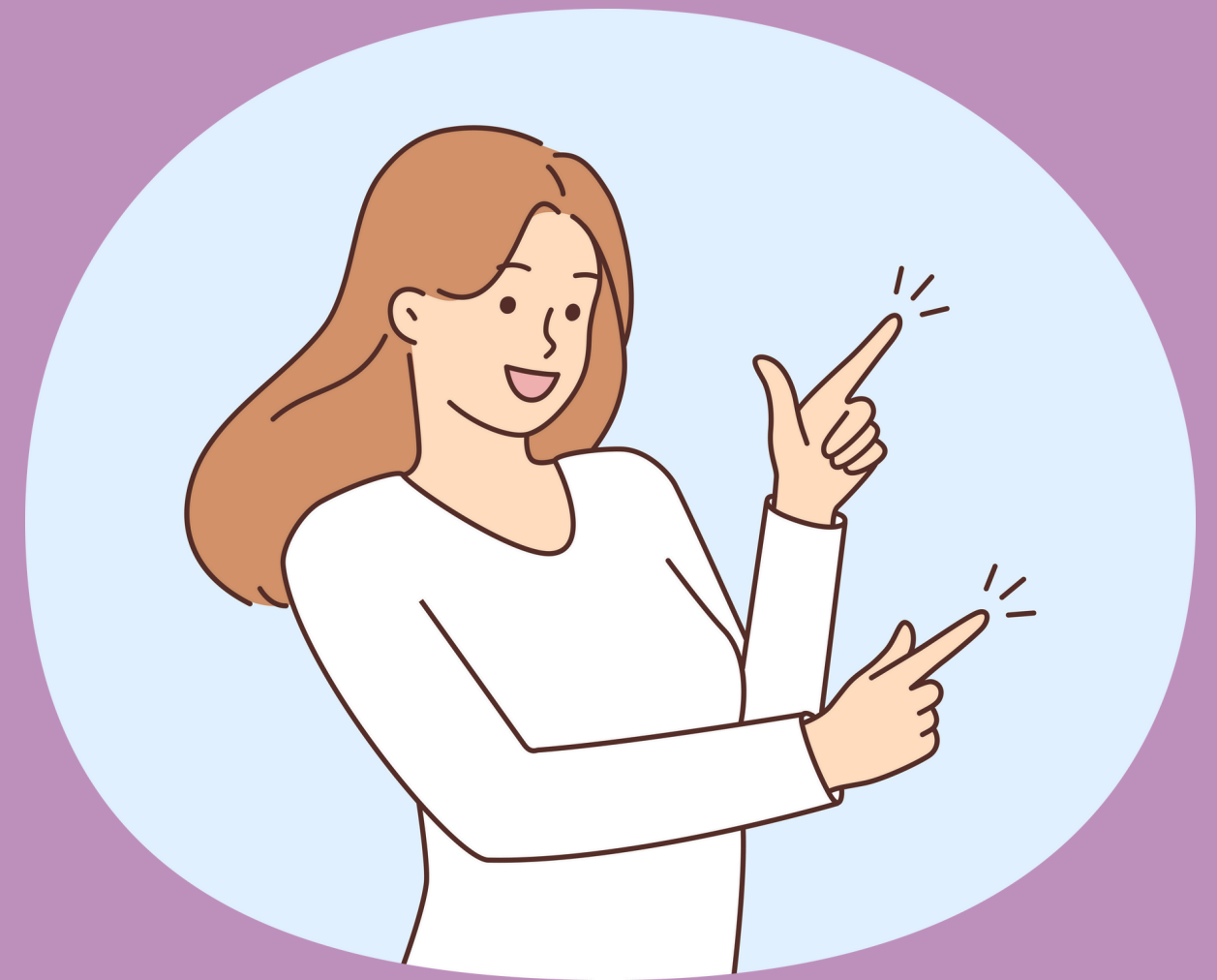
# ACTIVE LISTENING GUIDELINES

- ✓ Make eye contact
- ✓ Don't interrupt
- ✓ Nod and show appropriate facial expressions
- ✓ Wait until they finish
- ✓ silence gives us time to think
- ✓ do not offer advice
- ✓ do not judge
- ✓ don't scroll your phone or check the time
- ✓ ask questions
- ✓ paraphrase to check understanding



# ACTIVE LISTENING GUIDELINES

- ✓ avoid interrupting speakers – instead of guessing and interrupting, let the speaker finish their thought
- ✓ do not talk too much - it is not possible to speak and listen at the same time
- ✓ encourage the speaker – express interest (“Can you tell me more about it?”)
- ✓ empathize with the speaker – show support (“I can see this situation was difficult for you.” “I’m happy for you.”)





# GOOD LISTENER





- How did you find your partner's listening skills?
- What made you feel heard?
- What examples of active listening strategies have you noticed?
- How did you feel in the previous activity (Bad listener) and this one? Compare!







# POINT OF VIEW EXERCISE





**SCULPTURE SWING BY ARIE BERKULIN**

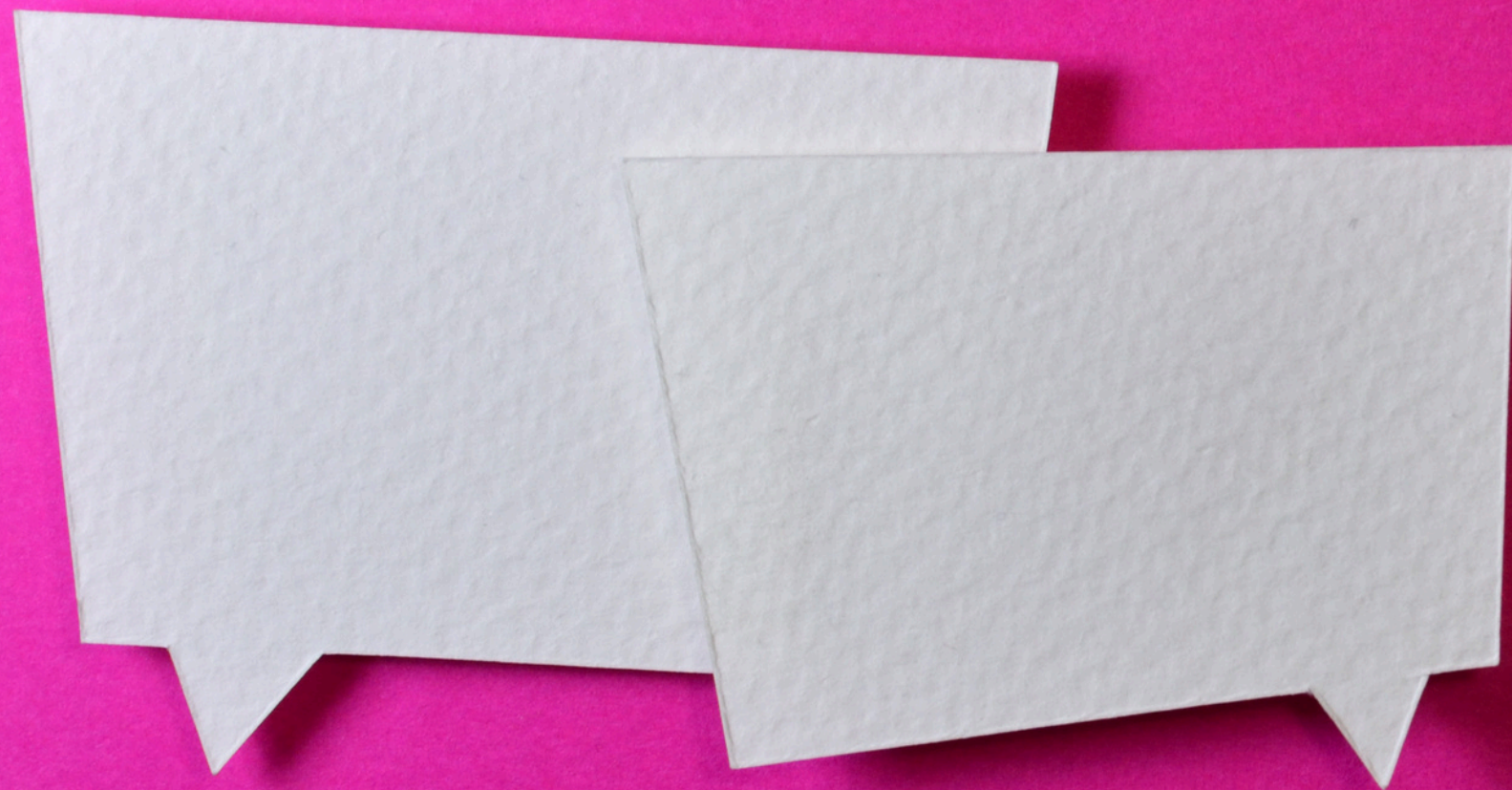


## Perception of the same situation may vary from person to person!

*Can you think of situations from your work or personal life where miscommunication might have happened due to a difference in perception?*







**I MESSAGES**  
**YOU MESSAGES**



You were late again today — it's becoming a pattern.

I feel a bit stressed when meetings don't start on time, because it affects the rest of my day. Could we try to begin on time?

## YOU MESSAGE

You were late again today — it's becoming a pattern.

## I MESSAGE

I feel a bit stressed when meetings don't start on time, because it affects the rest of my day. Could we try to begin on time?



# I MESSAGES

- "I" messages describe behaviour without judgement
- Start with **"I feel..."** or **"I noticed..."**
- Say what happened without blaming
- Suggest a way forward: **"Could we..."**, **"I'd appreciate it if..."**, etc

E.g.

I feel a bit stressed when meetings don't start on time, because it affects the rest of my day. Could we try to begin on time?

A hand with a brown skin tone is holding a large, light gray speech bubble. The hand is positioned at the top and bottom of the bubble, with fingers visible. The speech bubble has a soft, slightly textured appearance. The text inside the bubble is centered and reads: "How difficult was it to formulate *'I messages'* ?".

**How difficult was it to  
formulate  
*"I messages"* ?**

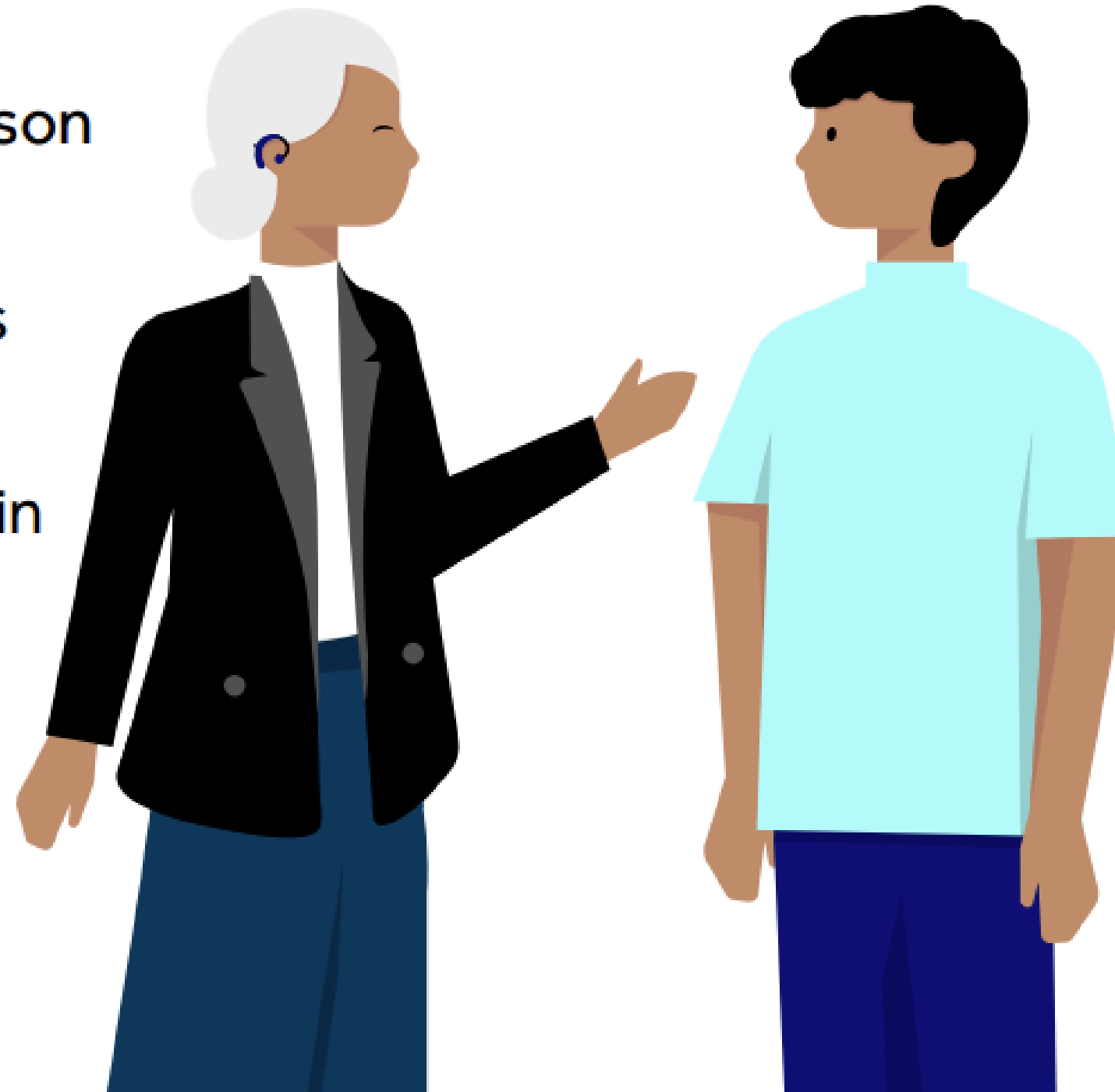




# Interviews are a two-way process

## Employers can

- ✓ Get to know the person
- ✓ Find out about their personality, qualities and skills
- ✓ See if they would fit in



## Applicants can

- ✓ Find out more about the job
- ✓ Perhaps meet the person they will work for
- ✓ See if they would fit in



DO'S

## Interview Do's and Dont's

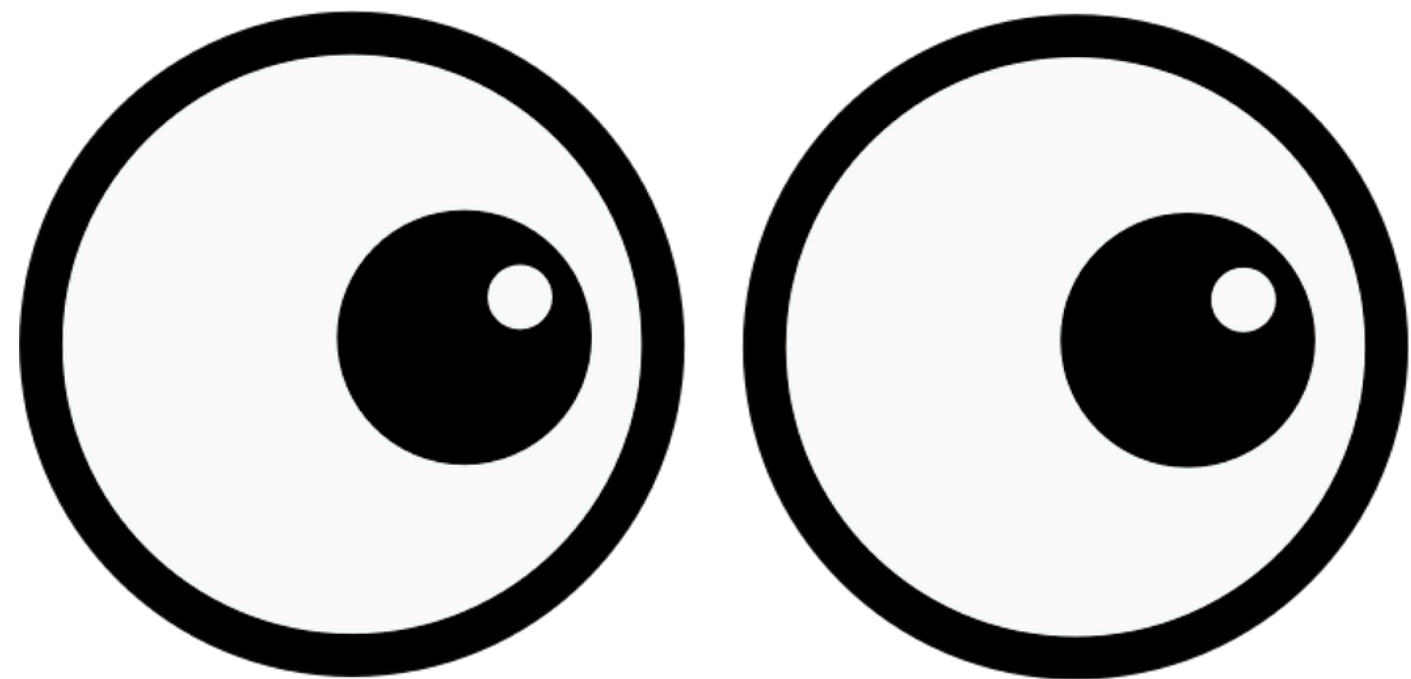
DONT'S



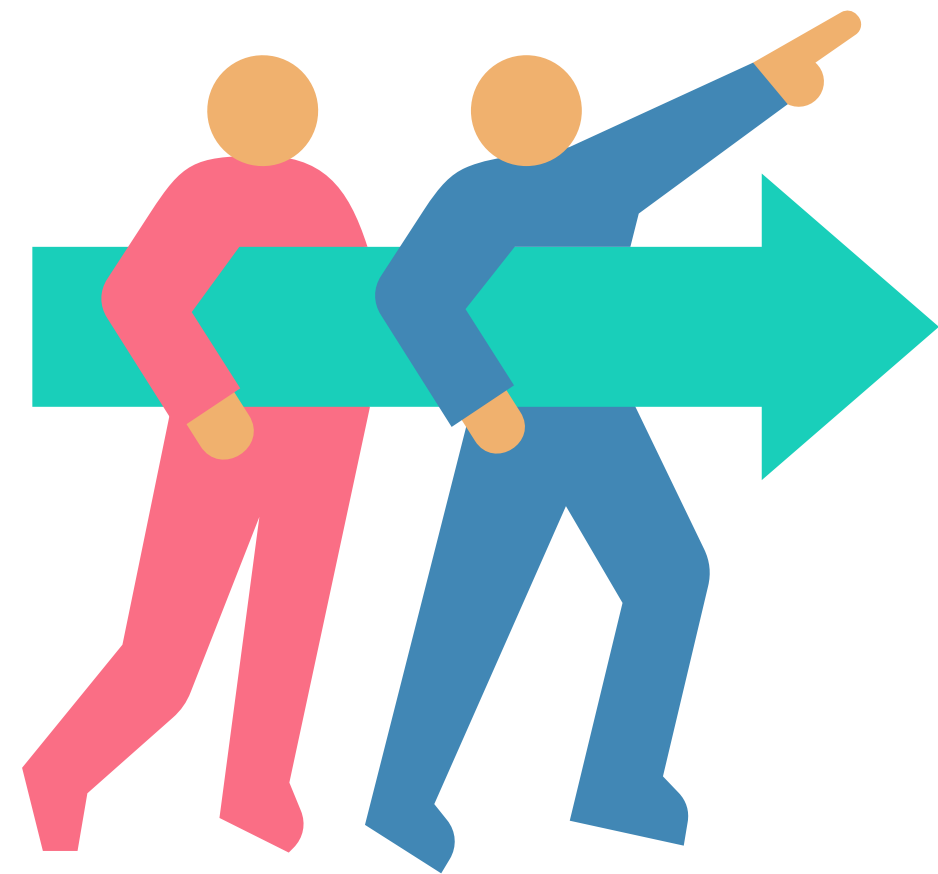




**Make eye contact**



**Share examples,  
not just qualities**





**Tell the truth  
if you don't know something**

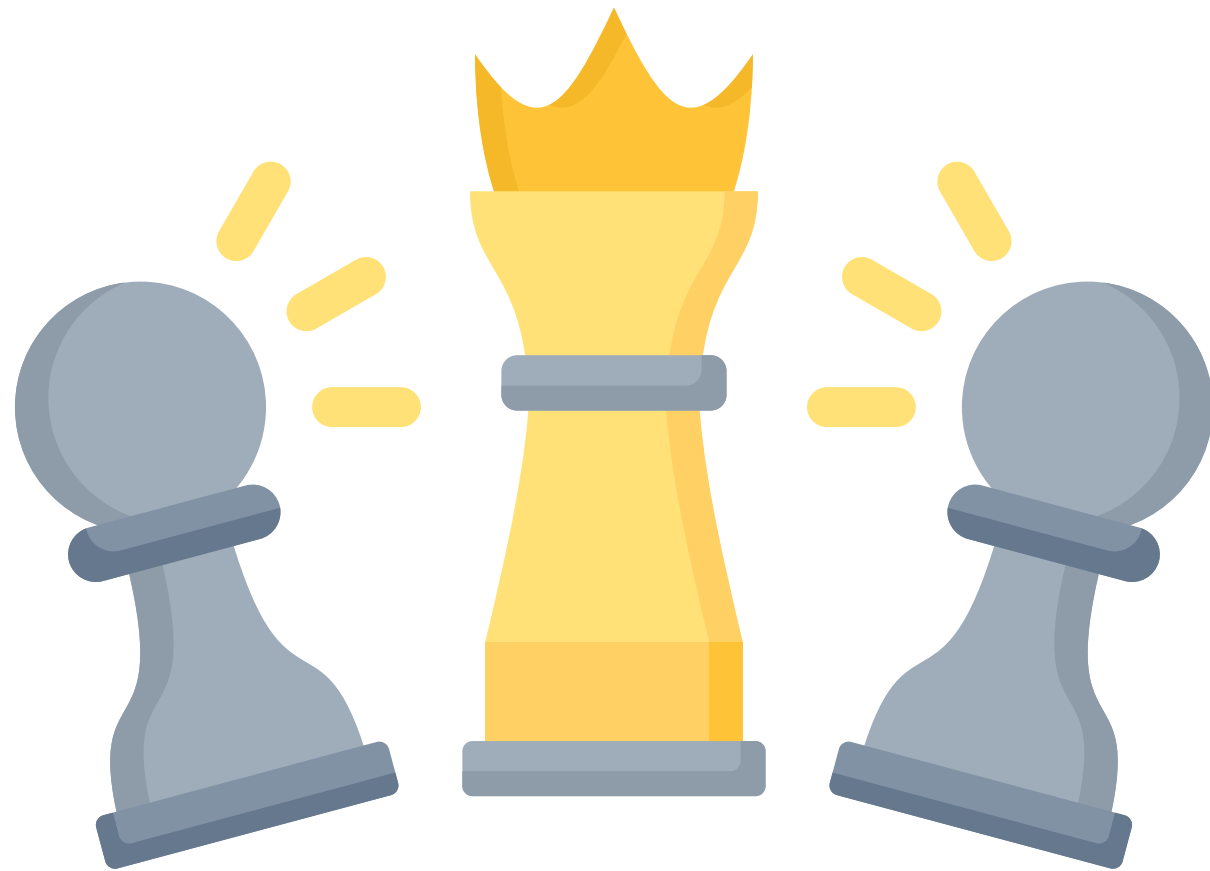


**Talk over the interviewer  
or rush to finish their sentence**





**Lead the interview  
and ask most of the questions**

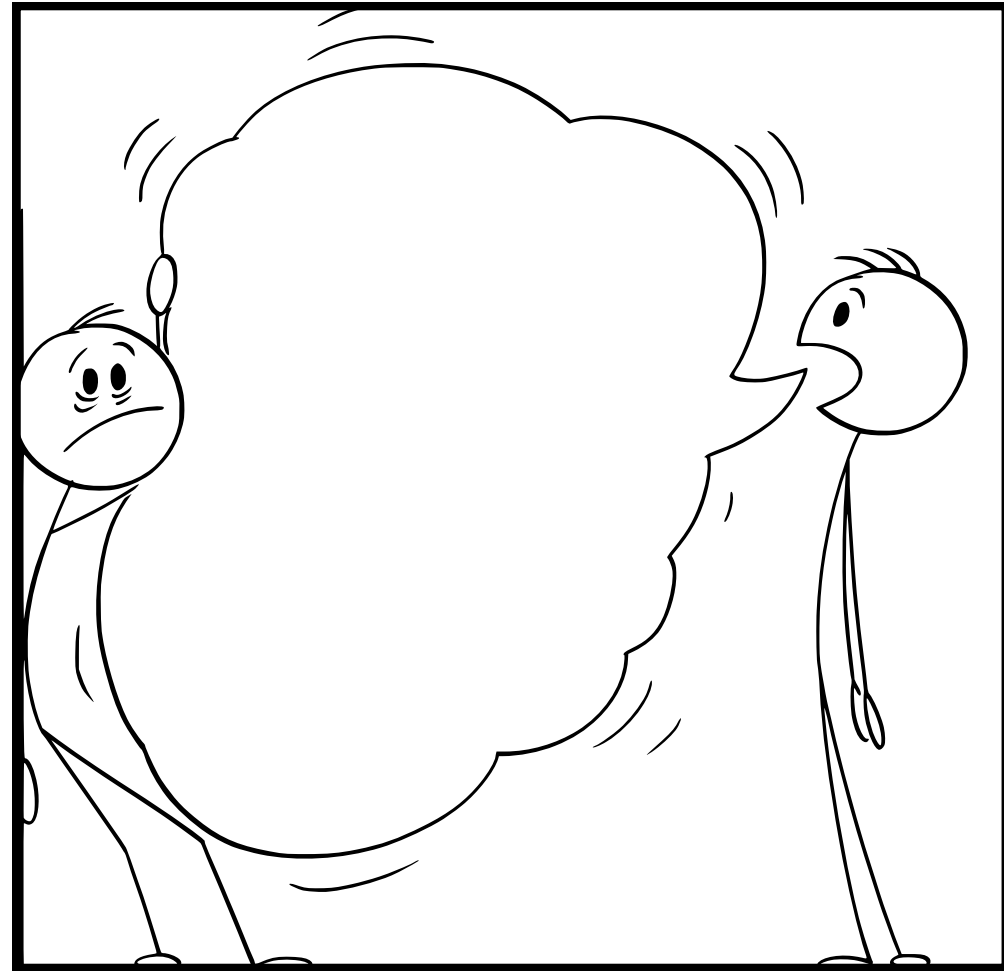


**Show interest  
by nodding or smiling**

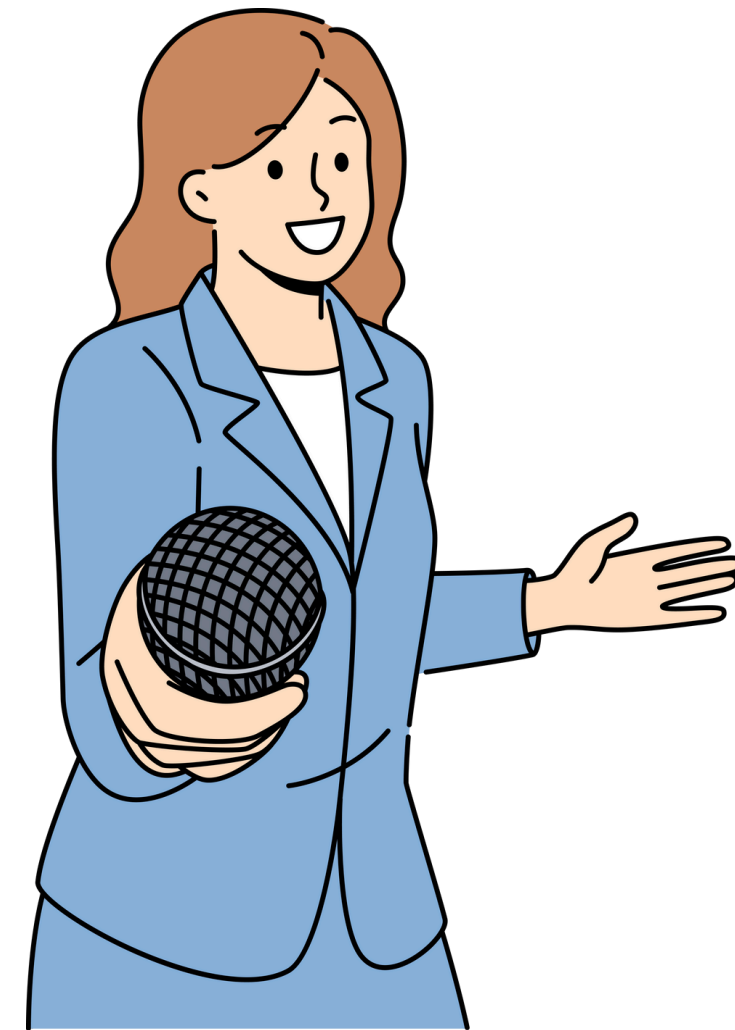




**Oversharing your full life story  
when asked  
“Tell me about yourself”**



**Asking questions  
that test the interviewer  
(e.g., “What don’t you like about  
this company?”)**



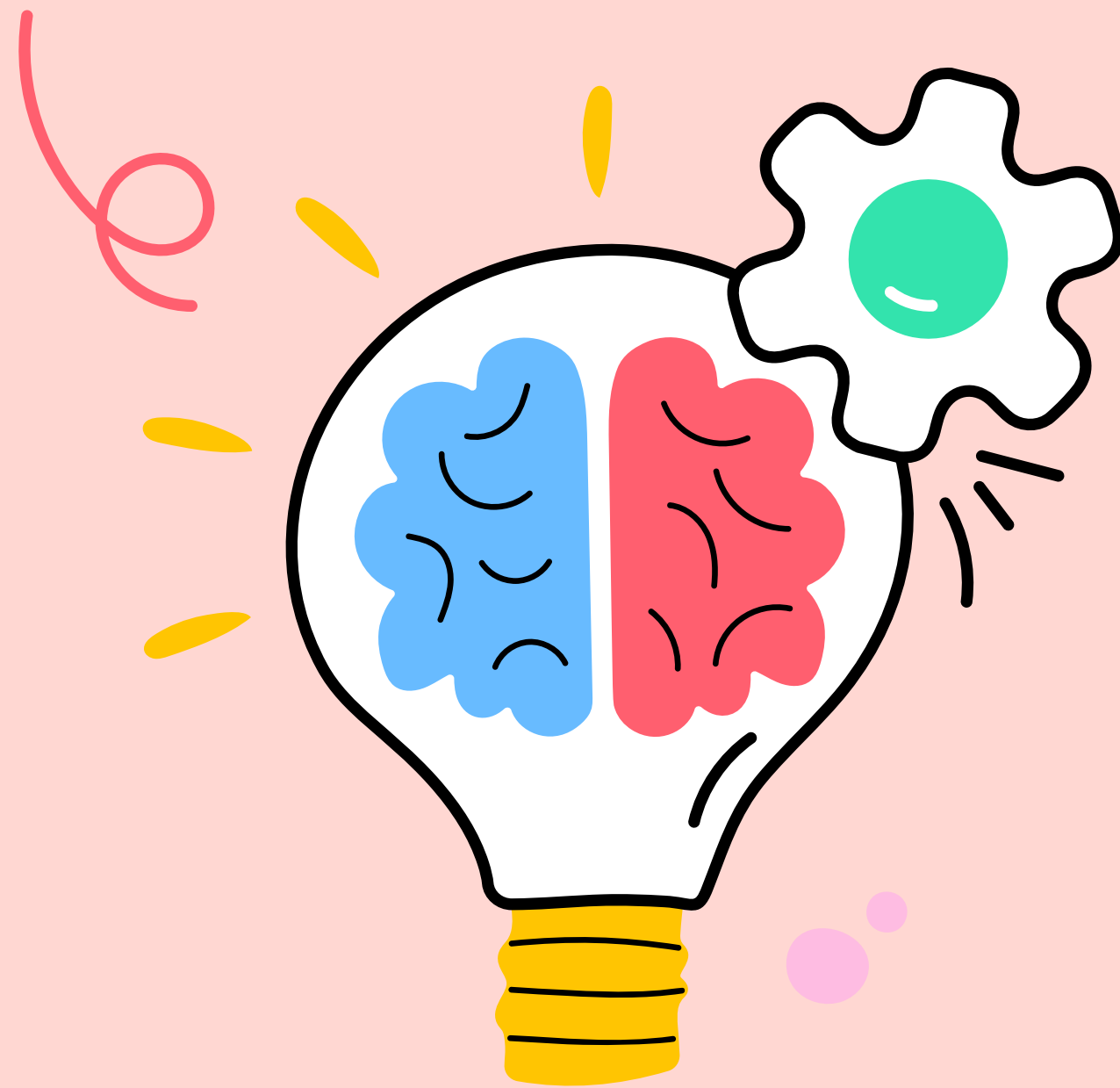
**Speaking negatively  
about past colleagues or bosses  
(even if it's true)**



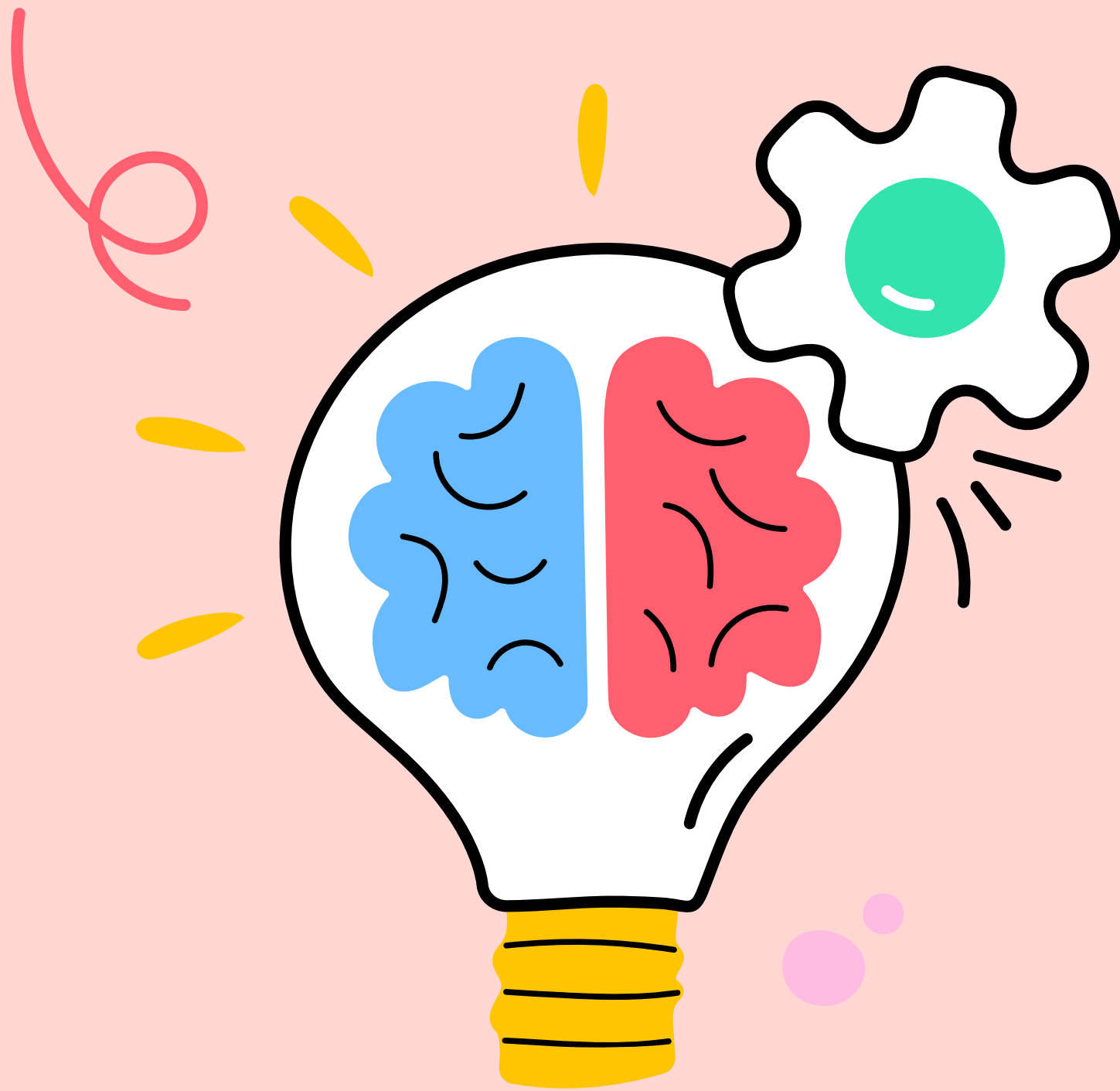
**Say something positive  
about the job or company**







**What are you good at?**



- How did it feel to say something good about yourself?
- Was it difficult? Why?
- Was it easier when others helped?

**Everyone has strengths — knowing yours helps you speak with confidence in interviews.**





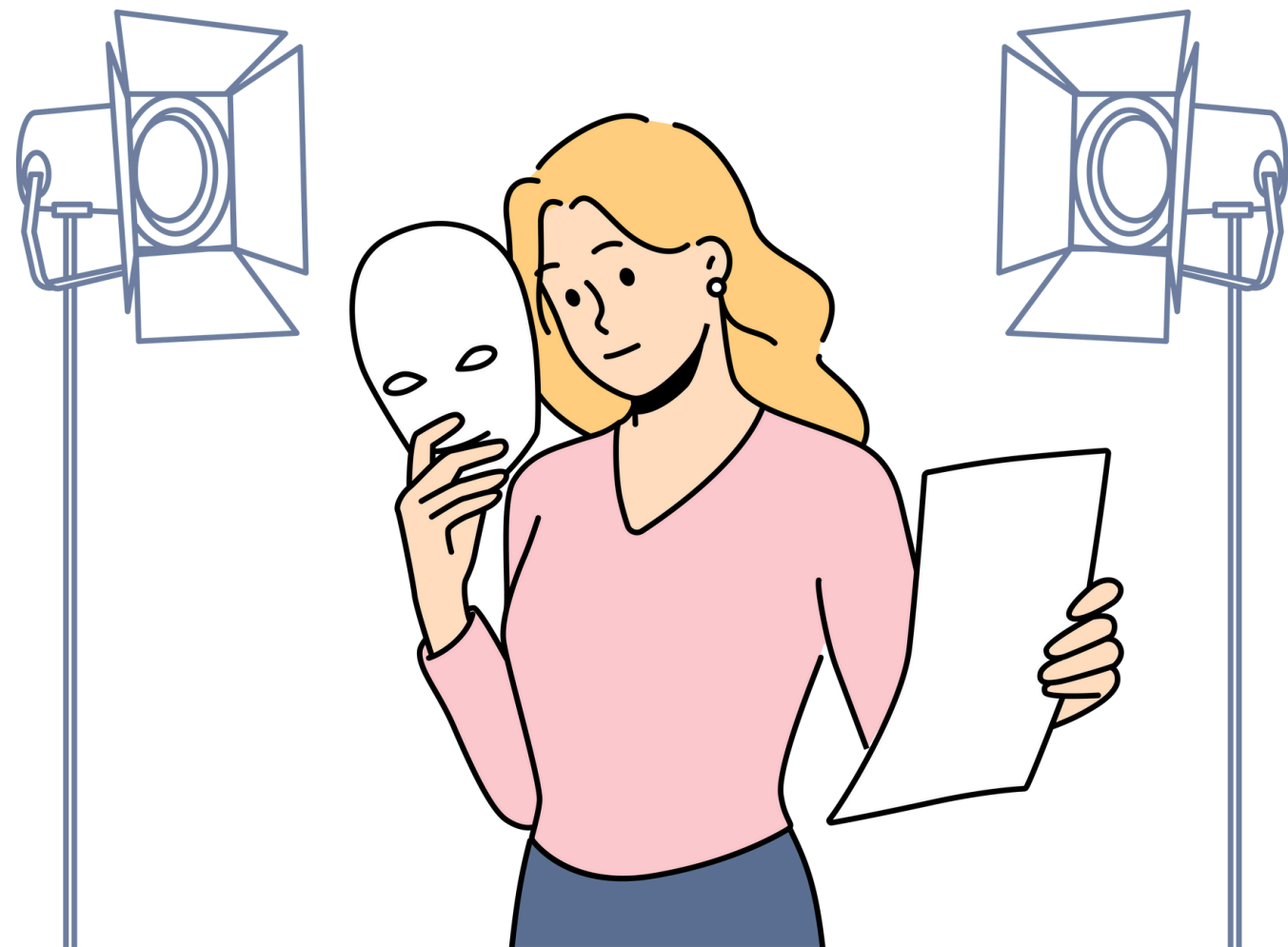
# Common Interview Questions



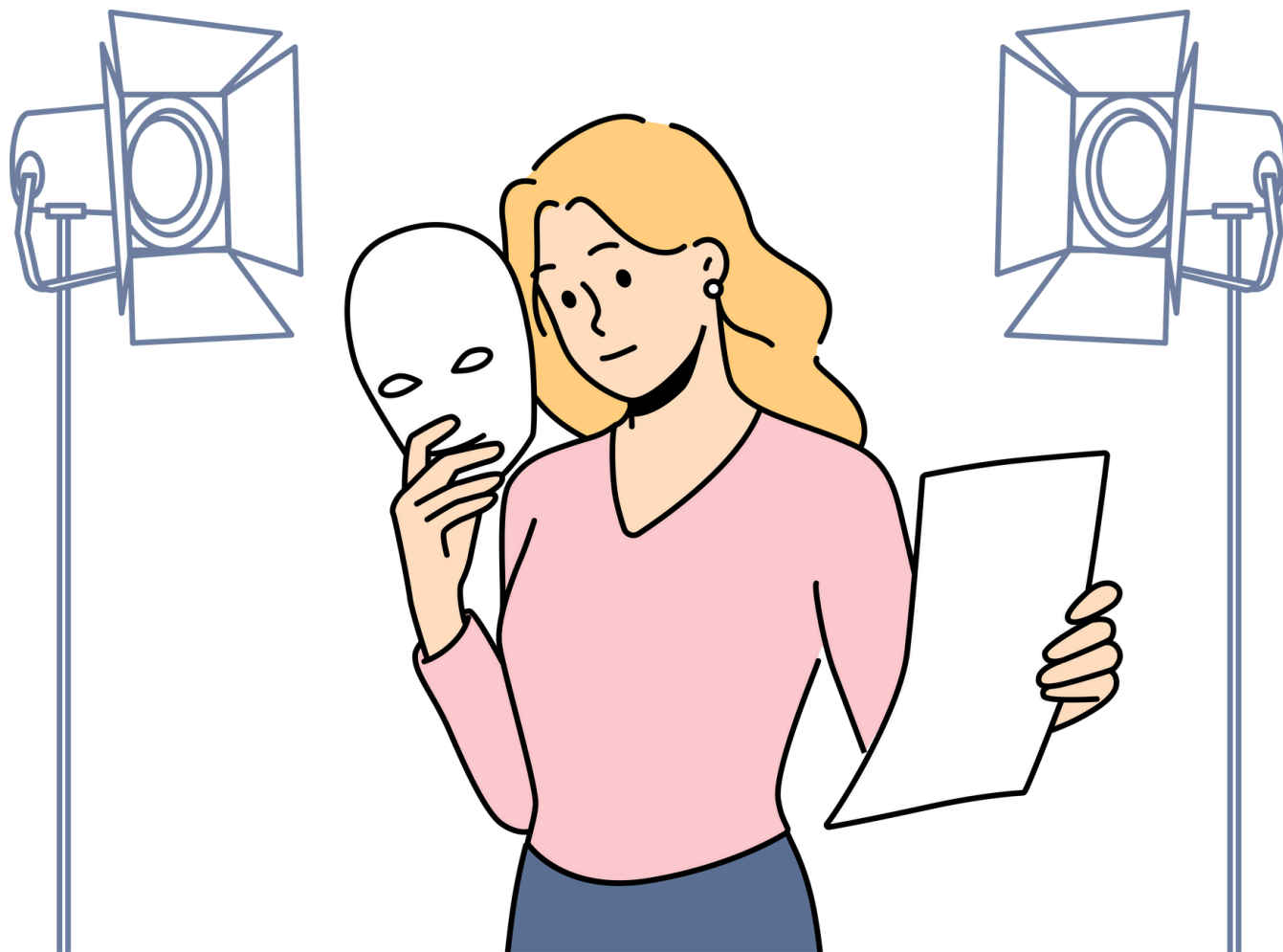
- Was it easy to answer?
- What helped you know what to say?
- Did you hear anything from your partner that you liked?

**You don't have to say a lot — clear, honest answers are enough to show who you are.**





# Mock Job Interview



- How did it feel to do the interview?
- What did you do well?
- What could you improve?





## Self-reflection

- What's something new you learned today?
- How can you keep practising this?