

Topic 2: Effective Communication Skills (2 hours)

Competency Areas:

Communication

Education, Training, and Self Development

Objectives:

- ✓ Students will examine their effective listening skills by completing the Overcoming Barriers Activity and the Removing Listening Blocks Worksheet.
- ✓ Students will develop a plan to improve their communication skills by completing the What Will I Do When and How Can I Listen Better Worksheets.
- ✓ Students will develop a plan to improve their listening skills by completing and implementing the Listening Improvement Plan.
- ✓ Students will conduct and videotape a personal outcomes interview.

Topics to address:

Building effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of the person's communication styles.

Using terminology appropriately, explaining as necessary to ensure participant understanding.

Sharing formal and informal information with people and their families.

Materials Needed:

Handouts

Flip charts, markers

Name tags

Overheads with projector or power point projector, laptop and screen

Videos:

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Directions for Instructor:

Before Class:

1. Make copies of the handout for each student
2. Review Instructor Tips for the lecture and in-class activities
- 3.

During Class:

1. Facilitate an Introduction Activity
- 2.

Competency Based Portfolio Assignment(s):

Videotape Personal Outcomes Interview Activity