

Communication Module

Activity (15 mins): After experiencing and talking about barriers to effective communication, spend 15 minutes developing a complete list of positive behaviors that enhance communication. As points are discussed, note them on the flipchart.

Typical answers may include:

- Ask questions
- **Summaries what was said**
- Make appropriate noises – laughed, sighed, etc.
- Make encouraging remarks, like go on, wow or oh no, etc.
- Stay silent 2t appropriate times
- Look at the person and use appropriate eye contact (avoid staring)
- Use encouraging facial expressions - smiling, concern, interest, compassion, etc.
- Nod accordingly
- Adopt an open, receptive posture (avoid folded arms and crossed legs)

Add the following points if the group has not offered them up.

- Be relaxed. Be aware of nervous energy that manifests as tapping feet, fiddling with strands of hair, etc.
- Aim for equal status – always remember that it could be you with the problem
- Pay attention to how you are sitting, maintaining an open posture
- Avoid being distracted or daydreaming.
- Be aware of your responses, ensuring that you are not turning the conversation back to yourself.
- Listen and concentrate, rather than think about how to respond.
- Be careful not to assume and guess at details to “fill in” parts of the conversation.

When finished with the list, post the flipchart page on the wall (using tape or blue tack). It will be useful to have the page visible for the next activity.