



BEING A HUMAN ... That's enough

Module 2 COMMUNICATION

The Workbook for The Programme Participants

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Module 2 COMMUNICATION

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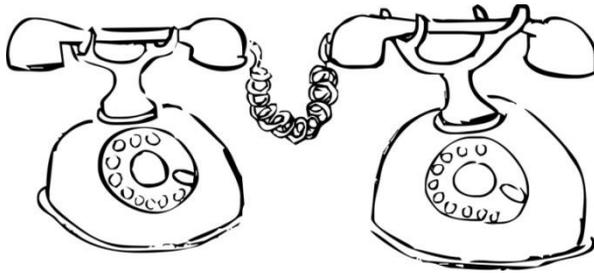
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*“We have two ears and one mouth,
so we should listen more than we say.”*

Zeno of Citium



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MODULE 2. COMMUNICATION

Our communication reflects our relationships with other people largely and at the same we make the relationships with the others with the communication.

We've got effective tools how to develop our relationship with the others or to change them for better, they are our words, gestures, even the silence.

This workbook offers us several exercises and tasks which we can apply in everyday life and so we can develop our communication skills.

Because our communication with the other people say about the fact WHO I AM.



TASK 2.1: Communication Process

The communication is the admirable process of mutual influence between the people. In this task you are going to revise how this process works.

You have to listen to a record and to write down the phases of the communication process between two communicators.

Focus on the following points:

a) Formation of the idea

b) Encoding of the idea into signals

c) Sending of the encoding message – transmission of the message

d) Receiving – decoding – understanding of the message by the other person

e) What disturbances or barriers have arisen?



TASK 2.2: I can see, I can hear, I interpret

Your task is to watch and realize individual components of the communication in the contact with the other people next week. In conversations with friends, classmates or relatives try to study the communication signals in three aspects:

I CAN SEE – I watch what is the other's face like, what he/she does, what gestures he/she uses.

I CAN HEAR – I listen to carefully what is the other telling me but also what he/she is not telling me, respective what he/she is avoiding.

I INTERPRET – I process all perceptions and I choose the adequate reaction.

To accomplish this task, it is necessary to write down and to analyse at least three specific situations – one situation with the parents, one situation at school (with a classmate, with a teacher) and one with a friend.

In case that you notice the discrepancy between the individual communication signals – e.g. someone says that is fine, but he /she looks downhearted – give him/her the additional questions, in which you can ask the person directly whether it is only your subjective impression that he/she looks downhearted or he doesn't feel well, however, and so on.

If you live the situation when the individual components of the communication of the other won't be in harmony, describe it. How have you acted? Which signals have you given greater importance to? Have you made it clear with the person?

1. Description of the situation with the parents

Describe the situation in the three aspects (I can see, I can hear, I interpret), which you have lived with the parents.

2. Description of the situation at school

Describe the situation in the three aspects (I can see, I can hear, I interpret), which you have lived at school (e.g. with a classmate, a teacher).

3. Description of the situation with a friend

Describe the situation in the three aspects (I can see, I can hear, I interpret), which you have lived with a friend.



TASK 2.3: Sorry

In the life we often make “gaffe” in the relationships – we say or do something that touch or even hurt another person. And both the physical injuries and “the soul injury” need to heal.

When someone hurts us, the desire for justice appears in us, this desire brings us a sense of satisfaction. But justice as such does not lead to healing. Only the peace (reconciliation) brings the healing. So on the one side to regret, and on the other side to forgive. The desire for the reconciliation is stronger than the desire for the justice. And the deeper relationship the stronger desire for the reconciliation, because we long for the love more than for the justice.

The real forgiveness and reconciliation touch the both sides. It removes the barrier which the injury has made and it helps to renew the trust. So it makes good conditions for going on in building our relationship. The features of good relationships are so the willingness to excuse, forgive and make the peace.

The aim of this task is to take the responsibility for your behaviour and to ask for forgiveness the person whom you have hurt with conciliatory words. Because such as our words can hurt, so they can heal, too.

Your task is to write a letter to a person who you love but you have hurt him/her nevertheless. It is up to you then if you send this letter or not. The task gives you a chance to think about what you would tell this person in order to heal your relationship.

For doing this task, please use another sheet of paper.



After completing the task answer the following questions:

How was your writing?

Has it helped you that you “have given your feelings on the paper”?

What form of the reconciliation do you prefer?



TASK 2.4: Components of Non-verbal Communication

Your task is to watch a movie preview. Focus on the components of the non-verbal communication and write down them at the individual protagonist of the film. Write down how do they use:

1. **Mimes** (the communication with the facial expression):

2. **Gestures** (the communication with arms and body):

3. **Haptics** (the communication using touch):

4. **Proxemics** (the communication with distance):

5. Posturology (the communication with the body position):

6. Kinesics (the communication using movements):

7. Paralinguistic (the non-verbal communication related to the speech):

8. Territoriality (the communication using the occupation of the territory):

9. Production (the communication using the adjust of the appearance, the environment):



TASK 2.5: How are you?

Your task for next week is to focus on the initial phase of the communication with the other people. Based on the new information about relational and factual communication, do not forget to ask the other how he/she is at the beginning of the conversation.

The question “How are you?” gives the space for the opening and sharing own inner feelings and spirits. Try for next week to take this question not only as the phrase but also try to express your real interest about what the other people, you live with, survive. And the same, you talk about yourself also when you are in bad mood, which needn’t to be related with the person, tell the other about this fact in order not to take it personally not to disturb your mutual communication and relationship.

If it happens to you that during the communication the other person starts to send the disturbing signals, warn him/her in the adequate way. For example: “It is not pleasant to me when ... (you raise your voice..., you use bad words in my presence...) and I would like to ask you to ... (stop doing this, explain what is going on ...) and for the future... (would not do it, will be honest if something upsets you...)”.

After the week assess your experiences and information which you got during the observation of your communication with the others with emphasis on the relational and factual communication.

Did the other people talk about how they were and what they survived, when you asked the common question “How are you?”

How did you answer that question?

Have you noticed any disturbing signals in your communication with the other people? If yes, how have you dealt with it?



TASK 2.6: Active Listening

This task is focused on practising of the active listening. In the conversation with the other person try to think about what have you learned from him/her.

What has he/she said? Has he/she enough space for the expression?

The next part of the task is trying to practise the active listening for next week in your dialogues with people.

At the end of the week assess your skill of the active listening.

For the both parts of the task, answer the following questions:

Can I maintain the adequate eye contact in the conversation?

Which other ways and means do I use? (E.g. nodding the head, leaning towards the other, repeating the part of the speech, etc.)

Can I be attentive and empathetic?

Can I control myself to not judge the others?

Can I stop, think and consider my answer?



TASK 2.7: Communication styles

In the communication with the people we use different communication styles. Generally, we distinguish 5 basic communication styles:

1. Conventional communication style,
2. Conversational communication style,
3. Operative communication style,
4. negotiating communication style,
5. Private (to intimate) communication style.

In this task you have to think about yourself and your communication skills. Answer the following question:

In which situations and with whom do you use the individual communication styles?

Conventional communication style:

Conversational communication style:

Operative communication style:

Negotiating communication style:

Private (to intimate) communication style:

Self-reflection: How do you master the individual communication styles? Can you use the right communication style for the given situation?



TASK 2.8: Three things that you admire on me

Your task is to ask the feedback to yourself from your parents or two other close people.

Ask them the question: Which three things do you admire on me?

Write down the answers:

Self-reflection: Was it easy to ask that question? Have you surprised the other with that question? Were you surprised with the answers that you got?

MODULE 2 FINAL TASK: Feedback

Your final task is to formulate the feedback to the course. Your opinion and rating is for us and your tutor very valuable material which we can work with. So think and spend some time answering the following questions:

Course materials

1. How does the format of the manual suit you?

2. How do you evaluate the internet support for this programme (web site)?

3. Is there anything what would you change on the manual or the website?

The feedback to the content of the education

4. With what was the theory of The Module 2 beneficial for you?

5. Have you learnt any information which you haven't realized by then?

6. How do you receive the practical using of obtained information in your life?

7. Which areas from the communication theory do you miss in this module?

8. On the contrary, what would you give away from the module and why?

If you had to give points to the individual lessons from 1 to 10 (10 is the best), what rating would you give to the lessons:

MODULE 2 COMMUNICATION	EVALUATION CRITERIA			
	Interesting Information	Complexity of Information	Practicality of Information	Tasks to Lessons
LESSON 2.1 Communication Process				
LESSON 2.2 Components of Communication				
LESSON 2.3 Verbal Communication				
LESSON 2.4 Non-verbal communication				
LESSON 2.5 Transmission of Communication signals				
LESSON 2.6 Receiving Communication signals				
LESSON 2.7 Communication styles				
LESSON 2.8 Feedback				
MODULE II FINAL LESSON				

Rating comment:

Please, send us your rating through your tutor or direct on email coolschool@ozpersona.sk. Thank you.

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