

What is Effective Communication?

Activity

Activity 1:

Teacher will ask the class to brainstorm the characteristics/traits of a good listener, posting them on the board. Ask:

- *What does a good listener do?*
- *How do you know when somebody is a good listener?*
- *What are the qualities of a good listener?*
- *What about our vocabulary words? Clarify; restate; confidential. How can they be meaningful in effective listening?*
- *Have you heard of confidentiality? What is the importance of it?*

Students will take notes on the attributes of a good listener, making a list of their own. The teacher will then introduce the activity. The activity has students in pairs taking turns relating **one of his/her favorite holidays**. The student talking will note if the listener maintains eye contact, gives appropriate nods to show understanding, or asks for clarification by using the speaker's name, restating occasionally if necessary, and avoids making any judgments or interrupting. The students then trade places, and repeat the assignment. After each student has listened, they summarize the main points that their partner tried to communicate. The purpose was not to agree or disagree but to understand the meaning behind what was being said about the topic.

Objectives

- Identify and demonstrate behaviors consistent with being a good listener.
- Listen actively and attentively to someone else expressing an idea.
- Reflect on and describe the attributes of a hearing person and a listening person.
- Display feelings in an appropriate manner, conveying sincerity to the listener.

Materials

Choose the second activity from accompanying materials for this lesson called TI-Building Active Listening Skill In Students.

Student copies of the checklist of effective listening skills can be made for each student to use during the activity.

Vocabulary

- Clarify
- Restate
- Confidential
- Evaluate

Activity 2:

Brainstorm times when a student might want to share his thoughts with someone else. (Depending on the maturity of the class, the teacher may list some examples for discussion.)

Examples are:

- A. Working on a class project on building a model. You have a disagreement about the materials being used.
- B. You want to tell a teammate that he or she needs to improve a skill needed for a sport.
- C. You want to tell your teacher that you feel overwhelmed by the amount of homework in her class.
- D. A friend has borrowed some of your school supplies without asking.

Define steps of skill: (SW A- Steps in Effective Communication (SPEAKING))

1. Evaluate the situation. Ask yourself: *Is this a good time and place for your interaction?*
2. Evaluate the speaker. Read his or her **body language**. Interpret his or her **facial expression**. Ask yourself: *Is he or she open to hearing you at this time?*
3. Make **eye contact** with the person.
4. Describe the feeling you are having in an **“I message.”** *“I feel angry when you...”*
5. **Listen** to the person’s response.
- 6 **Thank** the person for listening.

- Teacher or students with the skill can model the skill steps (see above).
- Role Plays/Classroom Discussion: A student knocks over your backpack during horseplay outside the school. You had something inside which was broken as a result.

The teacher can choose from the SW A materials found near this lesson called “Games That Build Listening Skills”, or “Game- Buddy Communicating” and implement an appropriate game for your class to practice effective listening skills. It is recommended that these games be used at regular intervals to assist students with keeping their listening skills fine-tuned.

Summary

Have students name attributes of good listening and speaking habits, and what is the most important trait to them as a speaker. Modeling/practicing good listening and speaking skills in the classroom can be rewarded in some way. This is worthy of a class discussion.

Notes for Teachers

If students are shy, use a pair of mock telephones for them to practice the activities below.

Reflection

Students are asked to write in journals the following statement, then respond to its meaning, or discuss: (Write statement on the board)

- *What is the meaning of this statement: “Hearing is easy, but it takes skill and effort for a person to truly listen.”*

Home Connection

Ask the parent if they know of any adults at work, or as friends or relatives who are NOT good listeners, and how do they know that? How does it make them feel when talking with them?

Then ask them to describe someone who is a great listener, and how they can tell. Share in the class the next day.