Managing Communication Skills Session 1

Producer: Prework	• When the facilitator shares the screen for the slide and during group activities **starting on Slide 9,** you will need to use timers and calm music. Directions to monitor chat for specific activities are included for appropriate slides. Click here for a popular timer website. Click here for examples of calm, stress-free playlists. **DO NOT use YouTube for copyright reasons;** these playlists are just examples. You can plug your cell phone into the computer if you have specific music from apps like Spotify. • There are **3** breakout room activities scheduled for this session on Slide **9** (page 6 of this guide), Slide **15** (page 8 of this guide), and Slide 19 (page 10 of this guide). • **The first breakout room activity – Slide 9, pg. 6** involves 6 different breakout rooms for 5 minutes, then sending participants to a different room for another 5 minutes (a total of 10 minutes for breakout rooms activity). This allows different groups of participants to obtain new "answers." • **The second breakout room activity – Slide 15, pg. 8** involves participants STAYING in one breakout room for 5 minutes. • **The third breakout room activity – Slide 19, pg. 10** involves participants STAYING in one breakout room for 5 minutes.
	• 1 day before or less, use the webinar software to email registered participants prior to the beginning of the workshop with a reminder of the event day/time and include a copy of the facilitator guide. Review the PowerPoint file associated with this training and ensure all the slides and animations work as described in this facilitator guide. • Prior to the start of the session: o Screenshare this PowerPoint • Make sure the following Zoom settings are enabled: use participant waiting room, mute upon entry, make facilitator the cohost, and breakout rooms are premade. • Double-check the Kahoots and survey links to make sure they work.

Facilitator PreWork:	• This guide was developed for the purpose of delivering this course via Zoom, but it can also be used for classroom training with the following considerations:
	  o Breakout room activities will need to be adapted to fit the classroom environment.
	  o Questions will be made directly to learners, rather than by using Zoom response tools.

	• **The Introduction activity** begins on slide **5.** Participants will be typing a response in the chat. Give participants 23 minutes to respond. • **ASK participants "What does it mean to communicate? What are the different ways that we communicate?"** • **SAY: Type in your answer.**

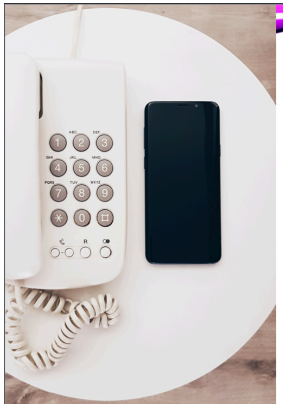
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	Make sure the producer also notes the answers and finds the most common/popular answers. This ensures everyone answers honestly. • Share some of the responses.
	• This session contains 3 breakout room activities. • **<u>The first breakout room activity – Slide 9, pgs.</u>** involves 6 different breakout rooms for 5 minutes, then sending participants to a different room for another 5 minutes (total of 10 minutes for breakout rooms activity). This allows different groups of participants to obtain new "answers." • **<u>The second breakout room activity – Slide 16, pgs.</u>** involves participants STAYING in one breakout room for 5 minutes. • **<u>The third breakout room activity – Slide 21, pgs.</u>** involves participants STAYING in one breakout room for 5 minutes.
	• Review the PowerPoint file associated with this training and ensure all content is as described in this guide.
	• Share the PowerPoint application and ensure that the Zoom *Attendees* and *Chat* panels are visible
	• Some key talking points and questions are included in this guide but be prepared to add your own commentary and questions as well.
	• When participants are in an activity, share your screen. The producer will be using timers, playing calm music, and compiling responses during the activity.
	• Aim towards generating a response from the learner(s) at least once every five minutes; this will keep learners engaged and will encourage them to follow along closely. Examples of these types of responses have been noted using **ASK**

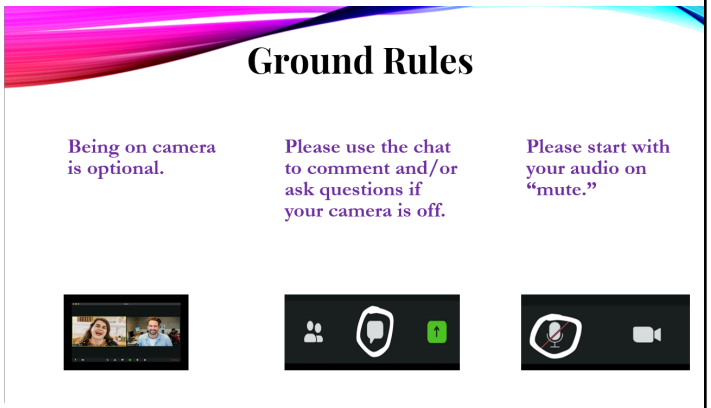
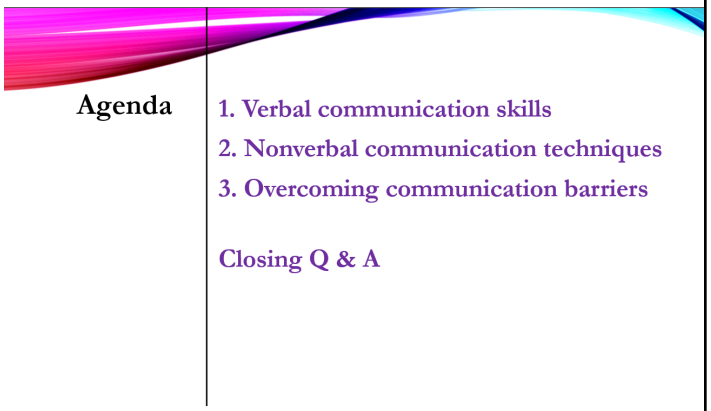
Session # 1		
Slides	**Approximate Timing**	**Topic**
1-5	10 minutes	Introduction
6-10	10-15 minutes	Verbal Communication
11-15	15-20 minutes	Nonverbal communication

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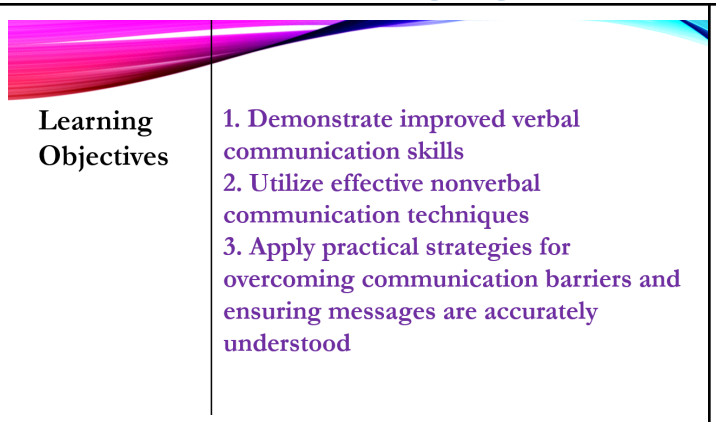
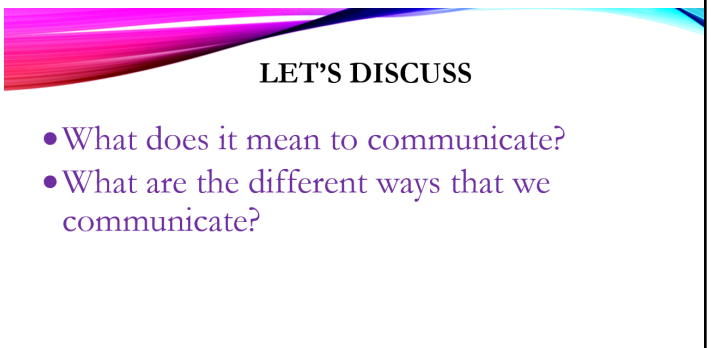
16-20	10 minutes	Communication barriers
21-23	3-5 minutes	Q and A/Closing
Total:	48—60 minutes.	

Slide#) Duration	**Slide**	**Facilitator Notes**	**Producer Notes**
1 (3 mins)		(12 minutes prior to the session) **DO:** – Unmute the mic, turn on the camera. – Greet early learners as needed, letting them know the session will begin shortly. – Remind learners that the session will be recorded and available for review. – Welcome Participants, make sure everyone is on mute before starting the introduction. – Introduce yourself and have a story/connection to communication skills if applicable. **SAY:** Have you ever experienced a time where you had to communicate information to someone or vice versa but the information that was communicated was not clear?	**DO:** – Check for facilitator readiness. – Play calming music for early attendees. – Send out the link for the participant guide in chat. – Share screen. – Review answers in chat. **[ADVANCE SLIDE]**

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		What did you do? Feel free to come off of mute or type your response in the chat.	
2 (1 min)		**DO:** – Review ground rules	**DO:** – Help participants locate the mute, camera, and chat features on zoom if they are not familiar with these features. **[ADVANCE SLIDE]**
3 (1 min)		**DO:** – Review agenda	**DO:** – Review any unanswered questions throughout the entire session. Be ready to address these with the facilitator before the Q and A. **[ADVANCE SLIDE]**

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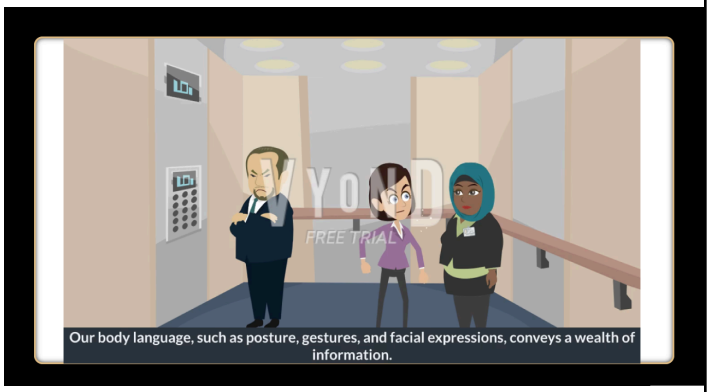
4 (1 min)		**DO:** – Introduce learning objective	**DO:** **[ADVANCE SLIDE]**
5 (2 mins)		**SAY:** Before we begin, let's talk about what it means to communicate and the different ways we can communicate. Feel free to come off mute or type your response in the chat.	**DO:** **[ADVANCE SLIDE]**
6 (1 min)		**SAY:** Verbal communication plays a vital role in effective communication. It includes not just what we say but also how we say it. Let's discuss some strategies for improving our verbal communication skills.	**DO:** **[ADVANCE SLIDE]**

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7 (1 mins)	 Clear communication helps ensure that our message is easily understood.	**EXPLAIN:** Clear communication helps ensure that our message is easily understood. It's essential to express our thoughts clearly and concisely, avoiding jargon or unnecessary complexity.	**DO:** **[ADVANCE SLIDE]**
8 (1 min)	 ACTIVE LISTENING IS CRUCIAL FOR EFFECTIVE COMMUNICATION.	**EXPLAIN:** Active listening is crucial for effective communication. It involves giving our full attention, maintaining eye contact, and demonstrating empathy. By actively listening, we show respect and understanding toward the speaker.	**DO:** **[ADVANCE SLIDE]**
9 (10 mins)	LET'S PRACTICE **Directions:** In your assigned breakout room, you will use the following scenarios to practice your verbal communication skills. **Room # 1: Resolving a conflict between team members** **Room # 2: Conducting a performance review conversation** **Room # 3: Handling a customer complaint** **Room # 4: Giving constructive feedback to a colleague** **Room # 5: Negotiating with a client** **Room # 6: Presenting a proposal or idea**	**EXPLAIN BREAKOUT ROOM LOGISTICS:** – Participants will visit 1 room for 5 minutes. Each group will discuss their assigned scenario that corresponds with their breakout room number. – Participants will then visit a new breakout room for another 5 minutes and answer the new scenario.	**DO:** Type the directions for this activity in the chat. Open six breakout rooms and split participants up into the rooms as evenly as possible. Set a timer for 5 minutes and give participants a 1-minute warning at the 4-minute

		– Upon completion there will be a debrief. – Have a spokesperson talk about what was discussed when returning to the main room. – Facilitator can visit each group for questions/concerns.	mark. After 5 minutes, send participants into a different breakout room. At 4 minutes, let participants know there is 1 minute left. Play calming music as participants return from the breakout rooms and ensure everyone is on mute. **[ADVANCE SLIDE]**
10 (2-3 mins)	 	**SAY:** Welcome back, everyone! Let's hear some examples of effective communication skills that were demonstrated during the role-plays. Please share your experiences or any key takeaways from the exercise in the chat or feel free to come off mute.	**DO:** – Look at the chat for common/most popular responses. – Be prepared to present the responses to the facilitator at the end of 2 mins. **[ADVANCE SLIDE]**

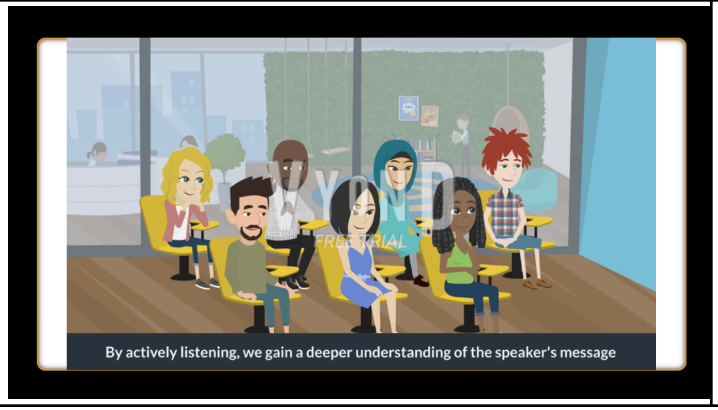
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11 (1 min)		**SAY:** Nonverbal communication, including body language and facial expressions, can significantly impact how our message is received. Let's explore some important aspects of nonverbal communication.	**DO:** **[ADVANCE SLIDE]**
12 (1 min)		**SAY:** Let’s take a further look at how body language and facial expressions can impact how our message is received.	**DO:** Play video clip **[ADVANCE SLIDE]**
13 (1 min)		**EXPLAIN:** The tone of our voice can greatly influence the meaning and impact of our message. By varying our tone and voice modulation, we can add emphasis, convey emotions, and engage our listeners effectively.	**DO:** **[ADVANCE SLIDE]**

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14 (5 mins)	1. What nonverbal cues do you observe in the scenario? 2. What do these cues communicate? 3. How might these cues impact the overall message being conveyed? 4. Are there any discrepancies between the verbal and nonverbal cues? 	**EXPLAIN BREAKOUT ROOM LOGISTICS:** – Participants will visit a room for 5 minutes. Each group will discuss the questions based on the scenario. – Upon completion there will be a debrief. – Have a spokesperson talk about what was discussed when returning to the main room. – Facilitator can visit each group for questions/concerns.	**DO:** Open breakout rooms and split participants up into the rooms as evenly as possible. Set a timer for 5 minutes and give participants a 1-minute warning at the 4-minute mark. Play calming music as participants return from the breakout rooms and ensure everyone is on mute. **[ADVANCE SLIDE]**
15 (3-4 mins)	BREAKOUT ROOMS DEBRIEF	**SAY:** Welcome back, everyone! Let's hear some responses to this scenario. Please share your experiences or any key takeaways from the exercise in the chat or feel free to come off mute.	**DO:** – Look at the chat for common/most popular responses. – Be prepared to present the responses to the facilitator at the end of 2 mins. **[ADVANCE SLIDE]**

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16 (1 min)		**SAY:** Effective communication can be hindered by various barriers. Let's identify some of these barriers together.	**DO:** **[ADVANCE SLIDE]**
17 (1 min)	  	**SAY:** Adapting communication styles involves modifying one's approach to effectively communicate with individuals from different cultural backgrounds.	**DO:** **<Click>** To make each image appear. **[ADVANCE SLIDE]**
18 (1 min)		**SAY:** Let’s take a further look at how cultural differences can impact communication.	**DO:** Play video clip **[ADVANCE SLIDE]**

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19 (5 mins)	 Develop an action plan for continued growth in communication skills.	**EXPLAIN BREAKOUT ROOM LOGISTICS:** – Participants will visit a room for 5 minutes. Each group will discuss their action plan. – Upon completion there will be a debrief. – Have a spokesperson talk about what was discussed when returning to the main room. – Facilitator can visit each group for questions/concerns.	**DO:** Open breakout rooms and split participants up into the rooms as evenly as possible. Set a timer for 5 minutes and give participants a 1-minute warning at the 4-minute mark. Play calming music as participants return from the breakout rooms and ensure everyone is on mute. **[ADVANCE SLIDE]**
20 (3-4 mins)	BREAKOUT ROOMS DEBRIEF	**SAY:** Welcome back, everyone! Let's hear some responses to this scenario. Please share your experiences or any key takeaways from the exercise in the chat or feel free to come off mute.	**DO:** – Look at the chat for common/most popular responses. – Be prepared to present the responses to the facilitator at the end of 2 mins. **[ADVANCE SLIDE]**

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21 (3-4 mins)		**SAY:** As we wrap up this session on mastering effective communication skills, let's recap some key takeaways: 1. Effective communication involves the sender, message, channel, receiver, and feedback. 2. Verbal communication requires clarity, conciseness, and active listening. 3. Nonverbal communication, including body language can impact the way messages are conveyed. Effective communication is a lifelong learning process, and consistent practice and application of the key takeaways will lead to continual improvement in mastering communication skills. **ASK:** What questions do you have? (**Continue until questions are answered or time is up.)**	**DO:** - Look at the chat for any unanswered questions. **[ADVANCE SLIDE]**

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22 (2 min)		**DO:** – Ask participants to complete the Kahoots assessment (non-graded) and the feedback survey	**DO:** – Send out the Kahoots and feedback survey links in the chat. **[ADVANCE SLIDE]**
23 (1 min)		**DO:** Thank participants for coming to the session.	**DO:** Email participants a copy of the PowerPoint and the recording.