

IAIE

An Invitational Education®
Member Resource

Title:	Be Positive
Shared by: (Your Name, State, Country)	Judy Brown Lehn and Craig Martin St. Augustine, FL
Email Address:	jbguarino@gmail.com
Type of Activity or Resource:	Mini lecture
Objective:	To review 10 suggestions for improving communication skills
Recommended Age Group:	Elementary to adult
Materials Needed:	Handout 37A
Time:	40 mins

All Rights Reserved: This Invitational Education Member Resource remains the property of the author and is intended for use in educational settings. No portion of this document may be used for commercial purposes or reproduced for any other purpose without written permission from the author or copyright holder.

We're All At Risk. Inviting Learning for Everyone.

Strategy 37 Be Positive

Objective(s):

To review 10 suggestions for improving communication skills

Age:

Elementary to adult

Procedure:

1. Distribute Handout 37.A entitled "Be Positive Advance Organizer" [page 104].
2. Deliver the mini-lecture [page 103].
3. Divide the participants in 10 groups. (The size of each group will depend on the number in the community.)
4. Assign each group one suggestion for improving communication skills.
5. Have the small group create a brief skit which demonstrates the skill.
6. The skits are performed before the total group.

ec-on: I - m. ng affre-iv - C- in. ntic-ic.

Mini-lecture

Improve Your Communication Skills

- B**ody language—action speaks louder than words. As the popular song goes, "It ain't what you say but the way you say it!" Your **tone of voice, facial expressions, choice of language, pauses, interest shown in the receiver's reaction.** All affect the receptivity of your audience, often more than the actual content of the message.
- E**mpathy—People don't want sympathy but empathy. Feelings—People don't care how much you know until they know how much you care. The impact of your communication is strongly influenced by your sense of *timing* and by the setting. Should you talk in private or within the group context? Over the phone or face to face? Should the message be put in writing? Is this the right time? Is the climate conducive to receptivity? In short, the person with empathy will consider the circumstances and environment.
- P**olite—Other person's names are important. You never get a second chance to make a first impression. Make it a point to remember the person's name—use it—repeat it!
- O**bservant—Be a good listener.
- S**elf-image—You are what you project. Appearance is important.
- I**nformed—Examine your objectives before communicating. Draw the receiver into the communication. If you want him or her to act or *do* a certain thing, let that person do the talking. Plant the right seeds and let the person talk. If you allow your ideas to become the listener's ideas, you know you have commitment and ego-involvement. Keep the channel open. Ask questions.
- T**hink—Load your brain before firing your mouth.
- I**nnovative—Don't dwell on things you don't like. Remember the seven deadliest words in the language of an organization, "We've never done it that way before."
- V**oice Inflections—"Put a smile in your voice."
- E**nergy—People are attracted to energetic people. Take care of yourself—exercise—eat properly.