



**FREEDOM ENGLISH ACADEMY**  
**COACHING FOR PROFESSIONAL JOBS**

# STM 16 - Building Communication

## Duration: 1 Day

v2.5.19

### **Objectives:**

- To understand the concept of communication.
- To understand the importance of building communication at workplace.

### **Material Required:**

- Cylindrical Sticks
- Coloured A4 Sheets
- PPT 1 and 2
- Colours (Sketch pens)
- White A4 Sheets
- A4 Sheets with the word “communication” on it

### **Ideal for:**

- The facilitators who have attended Active Listening
- Batch size of 20 participants

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Time	Objectives	Activities
9:00am – 10:00am	Make the participants comfortable with each other	<p>Welcome the participants</p> <p>Ask them about how their family members/friends are and how much time they spend with their family (conversation starter: This can be a build up for the workshop as this tells us how much we communicate with the immediate people present in our life.)</p> <p><b><u>Ice- Breaker:</u></b></p> <p>Ask the participants to make a flag. One side telling the meaning of communication in one word or a phrase and the other side telling their expectation from the workshop.</p> <p>Share it with all the participants</p>
10:00am– 10:30am	<p>Establishing the objective of the workshop</p> <p>To understand the meaning of communication</p>	<p>Share 5 interesting facts about how people used to communicate in ancient times (PPT 1)</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• Why did these people try to communicate? What was their need?</li> <li>• Why do we need to communicate? (They can have both personal and professional reasons for communicating)</li> </ul> <p>We as humans cannot survive alone. We need communication for each and everything that we do in our life but are we communicating enough and properly. We will try and find out through this workshop.</p> <p>Share: The result of surveying 50 people in your organization for what is communication for them. (PPT 2)</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• What does this survey tell you?</li> <li>• Is communication just talking or more than that?</li> <li>• What else is communication? (Reaching out, understanding, clarity of words etc.)</li> </ul>
11:00am– 11:15am		Tea Break

11:15am-11:30am	To understand the first challenge of communication	<p>Play the video:  <a href="https://www.youtube.com/watch?v=ixSUBI1WNxk">https://www.youtube.com/watch?v=ixSUBI1WNxk</a></p> <p>Ask:</p> <ul style="list-style-type: none"> <li>• What happened in the video?</li> <li>• Why did that happen?</li> <li>• Has it ever happened with you as well? Share the experience.</li> </ul>
11:30am – 12:30pm	To understand the other challenges of communication	<p><b>Activity:</b></p> <p><b>Drawception:</b> Divide the class in group of 4-5 and ask them to sit in a circle with their group members. Give each participant 1/4<sup>th</sup> of an A4 sheet and be ready with the pencils/pen.</p> <p>(Make sure that the group members are not sitting very close to each other.)</p> <p>Give one slip to one of the members of the group on which a phrase which depicts an action is written (e.g. Batman doing the laundry)</p> <p>The first member will draw the action on a piece of paper and pass it to the next member sitting right next to him/her.</p> <p>The next member will describe the phrase written on that piece of paper and pass it to the next person and the person will draw the understanding of the phrase and so on.</p> <p>The participants will draw or write the things according to their perspective which can be misunderstood by the other person.</p> <p>Ask:</p> <ul style="list-style-type: none"> <li>• What happened during the activity?</li> <li>• What was challenging?</li> <li>• How is it related to the communication we have with people on a daily basis?</li> <li>• What are the other challenges we face while communicating?</li> </ul>
12:30pm– 3:00pm	To share the real life experiences and identify the type of challenge their	<p>Ask everybody to sit in a circle and write an incident on a piece of paper where miscommunication happened. (Give them a few minutes to think and write. The need not to mention their names on the slips)</p> <p>When everybody is ready say “start “and everybody starts passing on the slips anticlockwise. Say “stop”, and everybody starts reading the slip they have got. Understanding the scenario they try and identify the</p>

		<p>challenges in the slip and share it with the partner sitting next to them.</p> <p>After a few rounds ask a few challenges that they have figured out from the scenarios and write them on the board.</p> <p>Debrief: Identifying the challenge for any problem is necessary to find the solution. If we know the challenge, it becomes easy to overcome them. The challenges found out are not hard to overcome. They just need to be paid attention to.</p> <p>Gather the group in one corner and click their two pictures.  Picture 1: Everybody is smiling  Picture 2: Everybody has a serious face</p> <p>Note : These pictures will be used after the lunch break</p>
<b>13:00 – 13:45pm</b>	<b>Lunch Break</b>	
13:45 – 14:00pm	<b>Energizer</b>	
14:00 – 14:15pm	To understand how to build communication	<p>Show the two pictures clicked (before the lunch break) on the screen.</p> <p>Ask:</p> <ul style="list-style-type: none"> <li>• What is the difference between the two pictures?</li> <li>• How is it related to communication?</li> </ul> <p>(Smiling at somebody opens the communication channel without even before saying anything. For people to be more approachable, their expressions and non-verbal communication matter a lot)</p>
14:15: 14:45pm		<p>Give each participant an A4 sheet with only communication written on it. Ask them how they can make it attractive and give them some time to do that.</p> <p>Ask them:</p> <p>Do their sheets look attractive now?  Why does it look attractive?  Compare your communication with the sheet, what attracts people to share or to talk to somebody (politeness, smile, way of responding, listening)</p>

14:45pm– 15:30pm		<ul style="list-style-type: none"> <li>• So if we want to build a better communication with somebody, what are the things we need to do?</li> </ul> <p>Divide them in 4-5 groups and ask them to go prepare a mind map on a chart paper.</p> <p>Collect their responses whatever they have brainstormed about and write them on the board. (Building Rapport, Reaching out to people, being available, asking questions, staying open minded, listening to somebody carefully etc.)</p> <p>Add a few points if you think something is left and keep relating it to their practical life that how that is possible.</p>
15:30pm– 16:00pm	To understand how opening your communication channels help build the communication	<p>Exercise:</p> <p>Ask:</p> <p>What is the first thing that they need to do if they want people to have better communication with them?</p> <p>Opening your communication channel is very important to make it easy for the people to reach out to you.</p> <p>Ask them to call their friends/mother/father/sister and just tell them how their day is going on.</p> <p>Ask them, how it feels if they share more.</p>
<b>16:00pm– 16:15pm</b>	<b>Tea Break</b>	
16:15pm– 17:00pm	Closure	<p>Ask them what they would like to change in themselves based on the learning of the day.</p> <p>They have to make something to wear based on it</p>
17:00pm– 18:00pm	<b>Power Hour</b>	