

Communication



C3-172-16

Day 2

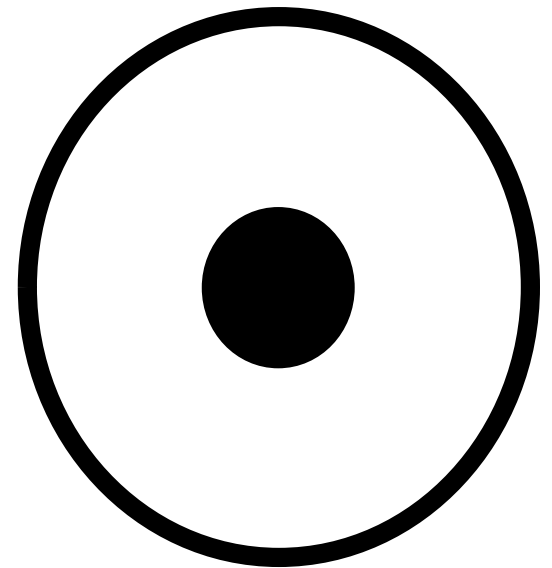
Session Objectives

- **Understand** how listening can be an important part of communication
- **Develop** strategies to overcome barriers to communication
- **Practice** skills of effective instruction

Communication Trap



Examples of Communication



FIRST AID MEDICAL EMERGENCY FORM

Who: Crew 922-E

Num Youth: 8

Num Adults: 2

What: Bear attack – two Scouts mauled

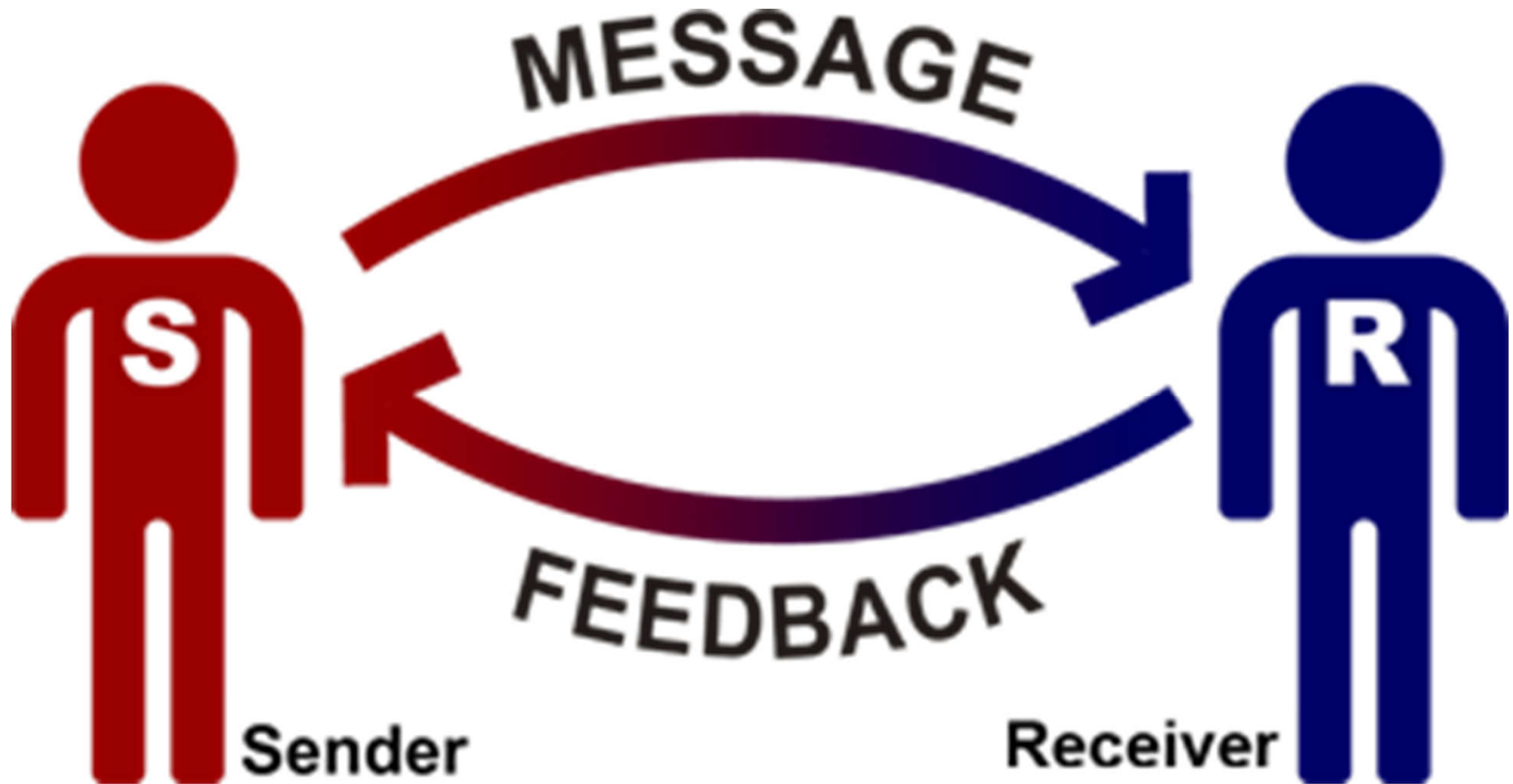
Where: Shaffers Pass Camp

When: 12:35pm

Why: We need assistance

How: Bring an ambulance, medics, and first-aid supplies. A really big bear trap would also be useful.

Blueprint of Communication



Effective Listening as Communication Tool

Good communication begins with good listening on part of **both** the receiver and the sender.

Effective Listening as Communication Tool

- Consider the **whole** message
- Provide what the receiver **needs**
- **Engage** the mind of the receiver
- Two way – message & **feedback**

Most important question in Communication

What do you want

?

Engaging the Receiver

Effective communication
must be two-way.

Feedback

- What should you **start** doing to improve?
- What should you **stop** doing because it isn't working?
- What is working well and should be **continued**?

Remember: feedback is gift.

Barriers to Effective Communication

- Lack of common ground
- Lack of sincerity
- Lack of authority
- Lack of clarity
- Poor presentation skills
- Lack of receptivness
- Environment

Digital Communication

- Responsibility for what you write is yours
- Be authentic
- Consider your audience
- Exercise good judgement
- Respect intellectual property
- Protect personal information

Communication & Teaching Skills



Discussion

The Teaching EDGE

- **E**xplain how to do the skill
- **D**emonstrate how to do the skill
- **G**uide others in doing the skill
- **E**nable others to use the skill

Summary

Communication:

- Is tool of leadership
- Happens on common ground
- Should be clear and concise
- Is two-way

Great Leaders are Great Communicators