

Identification And Lesson Information

<i>Instructor:</i> OCdt Laflamme	<i>Date:</i> 7 FEB 2021
<i>EO/PO number:</i> M 203.03	<i>EO title:</i> DISCUSS EFFECTIVE COMMUNICATION IN A PEER SETTING
<i>Teaching points:</i> TP1: Discuss How Communication Is Fundamental to Influencing Others. (10min) TP2: Explain the Three Styles of Communication. (5min) TP3: Discuss Assertive Communication (10min)	<i>Duration:</i> 30 min
	<i>Performance statement:</i> Discuss effective communication in a peer setting.
	<i>Standard:</i> In accordance with specified references, the cadet shall discuss effective communication in a peer setting.
	<i>Conditions:</i> a) Classroom based Interactive Lecture b) Environmental: Suitable learning space (Virtual)
	<i>Test details:</i> No formal PC; ongoing monitoring
	<i>Trainees level:</i> DP Level 1 (Phase 2)
<i>Method(s):</i> INTERACTIVE LECTURE	<i>Training aids:</i> Keynote Slides, Menti,
<i>References:</i> A. A-CR-CCP-602/PG-001, Chapter 4. B. C0-022 (ISBN 0-02864-207-4) Cole, K. (2002). The Complete Idiots Guide to Clear Communications. USA: Pearson Education, Inc. C. C0-115 (ISBN 0-7879-4059-3) Van Linden, J. A. & Fertman, C. I. (1998). Youth Leadership. San Francisco, California: Jossey-Bass Inc. D. C0-144 ISBN TBA Colver, E. & Reid, M. (2001). Peacebuilders 2: Peer Helping. Ottawa, ON:YouCAN.	<i>Learning aids:</i> N/A
<i>Pre-lesson assignment:</i> N/A	
<i>Material needed for lesson:</i> Appropriate Classroom Space Working Internet Access, Webex Presentation Aids (Powerpoint / Whiteboard)	<i>Classroom setting:</i> Virtual: Webex or suitable alternative software

Orientation board (fill in)

Refs: **A. A-CR-CCP-602/PG-001, Chapter 4.**

OCdt Laflamme

M203.03 DISCUSS EFFECTIVE COMMUNICATION IN A PEER SETTING

7 FEB 2021

No Formal PC
Ongoing monitoring

Review / Approach	Time	Action
In your last lesson you covered _____ If first, then use M203.02 - Discuss Principles of Leadership- - leadership is influencing, +/-, can create life ops, Looked at case studies of well known public leaders If second, Then use whichever lesson was covered by previous OCdt	30sec	START WITH SLIDE 1, SWITCH TO SLIDE 2
Introduction	Time	Action
Teaching points		
TP1: Discuss How Communication Is Fundamental to Influencing Others. a. effective communication as a skill; b. aspects of non-verbal communication; and c. sending, receiving, and responding to messages. TP2: Explain the Three Styles of Communication. a. aggressive communication; b. passive communication; and c. assertive communication. TP3: Discuss Assertive Communication a. active listening skills; and b. using "I" statements	1min	SLIDE 3
Importance (Why)		
It is important for cadets to learn effective communication in a peer setting to improve their leadership skills. Effective communication in a peer setting may improve the leadership skills of cadets because communication is the most basic way to influence others. Effective communication may be used to resolve and/or reduce problems and conflict. By experiencing the benefits of effective communication in a peer setting, cadets may enhance their self-confidence and self-esteem.	2min	SLIDE 4
Where the lesson fits in		

<p>As part of the cadet's leadership development, this interactive lecture is geared to orient cadets in effective communication, within a peer setting, while presenting basic material to generate interest.</p> <p>Further to this - this lesson will assist you in various aspects of the cadet Program, whether it be on the parade square, on an FTX, or teaching, but these are only the tip of the iceberg.</p>	30sec	SLIDE 5
Overview of conduct of the lesson and precautions (if applicable)		
<p>Participation is expected during this lecture.</p> <p>As this is an indoor/virtual lesson, no safety concerns are considered to be present.</p>	30 sec	SLIDE 6
Control statement and test details		
<p>FLOOR is in effect.</p> <p>Focus on the topic. Listen to others. Offer ideas. Opinions can be disagreed with. Respect for everyone involved.</p>	30 sec	SLIDE 6
TP 1 of 3	Time	Action
Introduction		
<p>TP1: Discuss How Communication Is Fundamental to Influencing Others.</p> <p>a. effective communication as a skill; b. aspects of non-verbal communication; and c. sending, receiving, and responding to messages.</p>	1min	SLIDE 7
Body		

<p>Communication is not learnt overnight. Communication is a skill. It is something to be learned and developed over time. And it is not solely a matter of being able to speak clearly.</p> <p>Leading effectively requires various skills, but one of the most important is possessing effective communication. Communication is more than just being able to talk. It's the way we allow for a flow of ideas. It's the ability to listen and observe. It's the ability to recognize other's interests, feelings, attitudes, opinions, expertise and more. Communication allows one person to influence another. But it can also help in conflict resolution or problem reduction. It's an understanding of verbal and non-verbal.</p> <p>There are four basic components to Non-Verbal Communication EYE CONTACT - FACIAL EXPRESSION — GESTICULATION (moving arms/hands). BODY POSTURE</p> <p>So, for Body Posture, I want everyone to get up from their seat. Stand, with your feet shoulder width apart. Now, look to your left or right - your choice —tilting your head about 20-30°. Now place your hands on your hips. Congrats! You are now a body posture superhero.</p> <p><i>Okay, you can sit back down.</i></p> <p>There are two types of Verbal communication. VOLUME (say this LOUDLY) and tone (say this monotonously) [REPEAT]. Did everyone catch the difference there?</p> <p>Now you have the non-verbal and the verbal. The next step is how they are used. Communication consists of three things: sending, receiving and responding to a message. Sender must deliver a clear message, taking into consideration the characteristics of their audience. Factors like age and size of group need to be considered. Once message is received. It is important to remember that receivers decode what they hear and reframe within their own mind. The last part is response. A response lets the sender know the message has been received. All three parts are necessary for effective communication.</p>	4 min	SLIDE 8 SLIDE 9 SLIDE 10 <i>(point at eyes)</i> <i>(point at face)</i> <i>(open palm)</i> <i>(finger elevators)</i> GET CLASS TO DO THE SAME SLIDE 11 SAY VOLUME LOUDLY say tone monotonously Ask class SLIDE 12
Confirmation		
1) Communication involves learning to “read” what kind of non-verbal signals? 2) What are the three parts to communication? 3) Why are comm skills fundamental to leadership? 1) eye contact, facial expression, gestures(arms/hands), body (stance, distance, etc) 2) sending, receiving, responding 3) they allow for flow of ideas	2min	SLIDE 13 (remember to praise correct answers, redirect wrong answers.)
TP 2 of 3		
Introduction		
TP2: Explain the Three Styles of Communication. a. aggressive communication; b. passive communication; and c. assertive communication.	1min	SLIDE 14

Body		
<p>There are three main types of communication. Let's decipher the different types.</p> <p>AGGRESSIVE Interrupts/talks Sarcastic Possesses Narrow-viewpoint Physically imposing</p> <p>PASSIVE Doesn't provide input for their wants/needs. Indecisive, Avoids conflict Hints for something to be done, rather than ask directly</p> <p>ASSERTIVE Neither passive or aggressive - They communicate using mutual respect. They are open, honest, direct, respectful, able to disagree without bad feelings.</p> <p>MENTI</p> <p>What sort of communicators would make these statements? A) "I always get stepped on. So, I'm not going to take lead. We should just do whatever people agree on" B) "Look, I don't care about that. I want us to do it this way. Don't get in the way!"</p> <p>What sort of communicator would make this statement? "Today, I'd like us to clean up the BOR. We'll all share in the work. However, since we have to get rid of a broken desk, I feel that WO2 Bloggins is best suited for that task"</p>	4min	SLIDE 15
		SLIDE 16
		SLIDE 17 Switch to MENTI Hover mouse over question.
Confirmation		
<p>1) What are the three types of communication we discussed 2) What are qualities or traits of the Assertive style? 3) If someone was loud, sarcastic and was shaking their fist while asking you to do something, what style would they be using?</p> <p>1) aggressive, passive and assertive. 2) Open, Honest, Direct, Respectful, Able to disagree 3) Aggressive</p>	2min	SLIDE 18
		(remember to praise correct answers, redirect wrong answers.)
TP 3 of 3	Time	Action
Introduction		
TP3: Discuss Assertive Communication a. using "I" statements; and b. active listening skills.	1min	SLIDE 19
Body		

<p>ACTIVE LISTENING SKILLS</p> <p>Assertive leaders use active listening. They concentrate on what the speaker is saying. They ask for clarification and will often repeat what was said, to understand on their own terms.</p> <p>Assertive people also ensure they are doing things physically to stay in tune with others. Those things include Eye contact, sitting or standing up straight, open gestures, relaxed facial expression. They modulate their tone and maintain a clear voice.</p> <p>When listening, they employ skills like</p> <ul style="list-style-type: none"> - repeating what was said to confirm and seek clarification - Let the speaker say what they need to, but keep them on topic - Concentrate on what is being said - Empathizing / Sympathizing - Allowing for silence <p>When speaking themselves, Assertive speakers use “I” statements. They own their messages and speak for themselves. They don’t weight their suggestions with advice, commands or shoulda/woulda’s. Feedback, which can be in the form of criticism, is constructive and free from blame. They will say things like “I’d like” “I’d appreciate”, “I think” and “I feel”</p>	4min	SLIDE 20
Confirmation		
<p>1) What are some skills an assertive listener would use? 2) What are some I statements an assertive person would make? 3) What are some physical things an assertive listener would do</p> <p>1) repeating, keeping speaker on topic, concentrate on speaker, empathize/ sympathize, allow silence. 2) I feel, I think, I would like, I would appreciate 3) standing/sitting straight, maintain eye contact</p>	2min	SLIDE 21 (remember to praise correct answers, redirect wrong answers.)
End of Lesson Confirmation / Test		
Introduction		
Points covered: The importance of good communication, 3 types of communicator and traits. Actions and skills assertive people use	30sec	SLIDE 22
Confirmation Question / Activity / Test Details		
<p>1) If a person is standing really close to you and speaking loudly and angrily - what kind of communicator are they? (Aggressive) 2) What kind of communicator will own their messages by making statements like “I’d like” or “I’d appreciate”? (Assertive) 3) Name three aspects of an assertive communicator (open/honest, direct, respectful, agrees to disagree)</p>	1min	SLIDE 23 (remember to praise correct answers, redirect wrong answers.)
Conclusion		
	Time	Action

Summary		
Knowing the types of communicator that exist will assist you in developing your skills as a leader as well as enhancing self confidence and esteem. Effective communication, being a critical talent, will allow you to not only influence others, but lead others. But also help you resolve/reduce conflict.	30 sec	SLIDE 24
Restatement Of Why (From Introduction)		
It is important for cadets to learn effective communication in a peer setting to improve their leadership skills. Effective communication in a peer setting may improve the leadership skills of cadets because communication is the most basic way to influence others. Effective communication may be used to resolve and/or reduce problems and conflict. By experiencing the benefits of effective communication in a peer setting, cadets may enhance their self-confidence and self-esteem	1min	SLIDE 24
Re-motivation		
It was a pleasure discussing these aspects with you. Now that you know the theory of good communication, you can put it to practice here at the unit.	15sec	SLIDE 24 MOTIVATE!!!
Safety precautions		
N/A	N/A	N/A
Distribution of Handouts		
N/A	N/A	N/A
Overview of next lesson		
Your next lesson is in the M203 series is M203.04 - Demonstrate Positive Group Dynamics.	15sec	SLIDE 25

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