**Teachers’ notes**

**Communication Effective Communication B1.1**

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| **Learning outcomes**A group of people sitting in chairs  Description automatically generated with low confidenceBy the end of the lesson students will have: * discussed different ways of communicating and how they feel about communicating
* reviewed ways of agreeing and disagreeing with each other
* read about different people’s experiences of verbal communication
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| **Materials**Student’s handout / PPT All images taken from Pixabay.com |

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| **Time** | **Procedure** | **Materials** |
| **5 minutes** | * Display and clarify learning outcomes.
 | **PPT** |
| **10****minutes** | * Ask students to work individually and to think of up to 6 different ways of communicating.
* Pair students and ask them to find out how often their partner uses these different ways of communicating. Early finishers can think about how the way they communicate has changed since living in the country.
* Conduct brief class feedback and try and categorise the ways of communicating (verbal/ non-verbal/ written/ listening/ visual).
 | **PPT****Activity 1** |
| **15-20****minutes** | * Tell students you want them to think about what they find easy or difficult about different ways of communicating by completing the four sentences. Go through the examples on the slide.
* Place students in small groups and let them briefly exchange what they wrote.
* Draw students’ attention to different ways of agreeing and disagreeing. Model and drill as necessary. Explain that you want students to use some of these exponents as they decide which five things on the list are key to effective communication. Check students understand using fillers, taking turns and choosing the right medium.
* Give students up to 10 minutes to do this. Conduct whole class feedback. All the things on the list are considered important so encourage students to explain and justify their choices. They should be able to give specific examples.
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|  **15****minutes** | * Tell students they are going to read about what four different students have to say about verbal communication.
* Set the first reading task. Encourage students to read quickly by setting a time limit and then ask them to compare their answers. Display the answers. [1.Esme, Leah, Negasi 2.Negasi 3.Amado].
* Then set the second task and ask students to make a note of what the different students suggest people they are talking to should do.
* Conduct whole class feedback and encourage students to comment on their suggestions. [1. Esme speak clearly, avoid shouting and be patient 2. Negasi talk slowly 4. Leah show respect and be open minded].
 | **PPT****Activity 2** |
| **10 minutes** | * Tell students you want them to think about how the way people communicate differs from one culture to another and to discuss differences/ similarities that they’ve noticed since arriving in the country.
* Depending on time you may want to give each group one of the following to discuss: physical closeness/tone of voice/use of humour/directness, or each group may already have ideas they want to discuss.
* Conduct whole class feedback.
 | **PPT****Activity 3** |
| **5 minutes** | * Conduct a plenary and ask students to discuss the questions. Discuss how important it is to learn about how people communicate where they now live. Point out that a willingness to make changes to the way they have communicated up until now may result in more successful exchanges.
 | **PPT****Activity 4** |

**Communication Effective Communication**

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**Activity 1: Different ways of communicating**

Can you think of six different ways of communicating? 



Find out how often your partner uses these different ways to communicate? Has the way they communicate changed at all? Why? Why not?

**Activity 2: How I find communicating**

**Complete the sentences so they are true for you.** 

1.I find it easy to communicate with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_because\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. I find it hard to communicate with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_because\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.I find it tricky communicating\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_because\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4.I’d rather communicate with someone who\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_because\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Discuss what you wrote. 

Look at the list below of things to consider when communicating. Which five do you think are the most important for effective communication? Would you add to this list?

Showing Respect Maintaining eye contact Being aware of your body language

Showing interest Being prepared Choosing the right medium

Speaking confidently Using gestures Speaking clearly

Speaking in a loud voice Asking for clarification Actively listening

Taking turns Using fillers Being open-minded

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| **Language Box: Agreeing and Disagreeing** |
| **Agreeing**Yes, absolutely.I think so too. That’s a good point.I’m with you on that one! X is really very important. | **Disagreeing**(I’m sorry but) I just don’t agree that X is important.I’m not sure that X is that important, is it?You could be right, but I think that...I agree up to a point, but I think x is more important... |

**Activity 3:- What makes effective communication?**

**3.1** Read what four students say about verbal communication and answer the questions.

1. Who finds the way people react to them annoying?
2. Who finds communicating in a certain way easier than other ways?
3. Who thinks it’s helpful to prepare what you want to say before speaking to someone?

When people hear my accent and realise that I’m not from this country. They start to **speak in a louder voice** and their facial expressions change. They frown and tilt their heads\*. I’ve no idea why they do that! What they don’t realise is that shouting doesn’t help me understand them any better. I get so cross when they do that. If someone speaks clearly, I can follow them. They need to be patient too so I can get my message across. ***Esme***

I find it much easier communicating with someone face to face because I can see their facial expressions, read their body language and they can do the same with me. When people can see that you are trying your best to communicate effectively in their language, they are a lot more patient. It’s the opposite when they can’t see you. I find it so hard to say what I want to say on the phone. If only people wouldn’t speak so quickly! ***Negasi***

I’ve always been very nervous speaking on the phone in English. My teacher suggested I think about what I want to say before I make my call, especially when I talk to people who don’t know me. To be honest when she told me this, I thought it was a silly idea, but It’s really helped me. I just write down the main things I want to say. It doesn’t take too long, and it usually works. ***Amado***

I find it really hard communicating with more than one person at a time. We do a lot of teamwork at college and it’s almost impossible for me to take part in discussions or decisions. Everyone talks at the same time and they don’t really listen to each other. I think they need to learn to listen to each other more carefully and take turns. They rarely ask me for my views as they probably think I don’t have any or I don’t understand what they’re saying. When they do ask me, they often finish my sentences for me. I have lots to say; they just need to be a bit more open minded and show me more respect. ***Leah***

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| **Glossary****To frown** - to look at someone in a puzzled or serious way that causes lines on your forehead**To tilt your head** - to move your head so one side is lower than the other. |



Compare your answers. Make a note of the suggestions the students have for the people they’re speaking to. What do you think of their suggestions?

**Activity 4: Cultural differences**

What differences or similarities have you noticed in the way people communicate where you live now compared to other countries?

**Activity 5: Reflection**

Discuss the following questions.

Do you think communication is harder or easier with people from the same background or culture as you? Why?

When you live in a new country, how important is it to find out about how people communicate?