

Lesson Plan

NEUROHEADWAY

Neuroscience Into Education

MODULE: Communication Skills

LEARNING OUTCOMES

OUTCOME	ACTIVITY
The ability to contribute to group discussion , focus on a task, collaborate, provide and receive feedback	10 skills activity
To interpret and express themselves through non-verbal communication (facial expression, tone and pitch of voice, body-language, physical proximity)	Faces exercise
Persuade others, manage conflict , take action, accept responsibility for the consequences and apply appropriate boundaries.	Playground case study
The ability to manage emotions, maintain positive relations , apply through the development of listening skills	Listening
The ability to draw appropriate logical conclusions and generate predications .	??

BACKGROUND INFORMATION

Learning to communicate effectively is a key life skill and can be enhanced through developing communication skills. This module is set out with a general introduction to communication, followed by 5 sections corresponding to the above 5 learning outcomes.

When we talk about communication, we often mean 'what we say' and the 'words we use'. Communication is much more than what we say and the information we give. It includes other messages, sometimes non intentional, that we express through non-verbal behaviour.

Only 35% of our communication is verbal, which makes 65% non-verbal. Non-verbal communication includes facial expressions, tone of voice, movement, appearance, eye contact, gestures and posture. It is important we consider our non-verbal communication when interacting with others as it can give clues, additional information and meaning over and above spoken communication. Its important to consider non-verbal communication. For example, how we look is important. We could be saying we are not cross but we still might look cross. Also, we communicate better with good eye contact and open body posture. This helps us form a better connection.

The 10 core communication skills are listening, non-verbal, tone of voice, confidence, empathy, respect, open-mindedness, asking good questions, emotional intelligence and feedback. See handout for detailed information on these. Listening effectively is one of the most important skills. We often listen to reply rather than listening to understand. Key listening skills include being non-judgemental, giving our full attention, not interrupting, acceptance and respect.

LESSON PLAN

Subject	Description	Timing
	INTRODUCTION TO COMMUNICATION	
Introduction	Today we are going to look at communication skills. We will look at the 10 top communication skills that help us to communicate well, and how to apply these to different situations. First of all: • What do you think communication is? • How do we communicate? Note down suggestions on the white board	5 min
Facts on communication	Many different forms of communication verbal and non-verbal. Only 35% of our communication is verbal (speech) and 65% is non verbal (body language and facial expressions) Non-verbal example: How we look is important. We could be saying we are not cross, but still look cross There are lots of methods of communication – written, spoken, electronic etc.....add here	
OUTCOME 1	GROUP DISCUSSION, COLLABORATION AND FEEDBACK	
Activity: TOP 10 SKILLS	There are 10 key communication skills. These have been spread out around the room. • Go and stand by one of these skills? • In your group, talk about what your skill is, and think about how you would do this skill • We will feedback to the class in 5 minutes Put up Power Point slide 2 – top 10 communication skills. Each group feedback – what's your skill and how would you do it? Bring out the info and facts on communication skills if not brought up in the groups (see Handout) Give Handout	5 mins 10 min

OUTCOME 2	NON-VERBAL COMMUNICATION	
Recognising Facial	Expressions - Emotional Faces Game There are 7 basic emotions we all experience regularly, and that can be recognised in all cultures. In pairs take it in turns to make a face, or draw, one of these emotional faces and ask you partner to guess which one you are doing. • Anger. ... • Fear. ... • Disgust. ... • Happiness. ... • Sadness. ... • Surprise. ... • Contempt. <i>Feedback Questions</i> How did you find this activity? Which emotions are easier to recognise? What other signs or behaviours may accompany the expression of these emotions?	
OUTCOME 3	MANAGING CONFLICT	
Activity: CASE STUDY	Case Study Slide 3 – Playground Disagreement We are now going to look at a case study and you will need to use your communication skills to help you with this. <i>Read the case study</i> <i>Get some children to roleplay the situation</i> <i>Step out of the role play to look at what's happening</i> <i>Have a large group discussion</i> (questions below to cover: conflict, persuasion, consequences, conclusions and actions) • What does the teacher think happened? Why? • What could you do to explain the situation? • How would you communicate your viewpoint? • What boundaries could you put in place for the future/ similar situations? • How would you move forward?	5 mins

Rate the skills	Which do you think is the most important skill and why? General discussion – no correct answer	2 min
Review	What have we learnt on communication skills? Any questions? Give out handout	

Communication Skills

Top 10 Communication Skills

- Listening
- Non-verbal communication
- Friendliness/tone of voice
- Confidence
- Empathy
- Respect
- Open mindedness
- Asking good questions
- Emotional intelligence
- Feedback

There are 7 basic emotions we all recognise:

- **Anger**
- **Fear**
- **Disgust**
- **Happiness**
- **Sadness**
- **Surprise**
- **Contempt**

Case Study – Playground disagreement

- There is a disagreement in the playground at lunchtime between two people in your class that do not get on. It gets a bit physical and very emotional.
- Lots of children, including you, gather round to help settle the situation.
- A teacher comes out and tells everyone off for getting involved. You are taken one at a time to explain your involvement.