EO M303.04 – COMMUNICATE AS A TEAM LEADER

1. **Performance.** Communicate as a Team Leader.

2. **Conditions**

   a. Given:

      (1) Supervision, and

      (2) Assistance as required.

   b. Denied: N/A.

   c. Environmental: Classroom or training area large enough to accommodate the entire group.

3. **Standard.** The cadet shall communicate as a team leader by:

   a. recognizing verbal and non-verbal communication;

   b. applying the process of communication, to include:

      (1) receiving;

      (2) interpreting; and

      (3) responding; and

   c. identifying the barriers to effective communication.

4. **Teaching Points**

TP	Description	Method	Time	Ref
TP1	Explain verbal and non-verbal communication.	Interactive Lecture	5 min	C0-022 (pp. 97–101, pp. 103–118) C0-254 (p. 9)
TP2	Explain hearing and listening and their impact on communicating, to include: a. the definition of hearing, b. the definition of listening, c. active listening, d. poor listening habits, and e. the impact that listening and hearing have on communication.	Interactive Lecture	15 min	C0-022 (pp.129–135) C0-144 (pp. 12–14, p. 17) C0-237 (p. 698, p. 896) C0-262 (p. 237, p. 239)
TP3	Describe the process of communication, to include: a. receiving information; b. interpreting information; and c. responding to information.	Interactive Lecture	5 min	C0-115 (pp. 42–45)

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TP	Description	Method	Time	Ref
TP4	Identify the barriers to effective communication, to include: a. intrapersonal factors, to include: 1. stress, 2. emotion, 3. misinterpretation, 4. poor listening habits, 5. closed-mindedness, and 6. prejudice; b. distractions factors, to include: 1. visual, and 2. auditory; and c. delivery, to include: 1. language, 2. mixed messages, and 3. information overload.	Interactive Lecture	10 min	C0-022 (pp. 77–80, p. 129, p. 130)
TP5	Conduct an activity that demonstrates the process of communication and barriers to effective communication.	In-Class Activity	15 min	C0-022 (pp. 77–80, p. 129, p. 130) C0-115 (pp. 42–45)

5. **Time**

a.	Introduction/Conclusion:	10 min
b.	Interactive Lecture:	35 min
c.	In-Class Activity:	15 min
d.	Total:	60 min

6. **Substantiation**

a. An interactive lecture was chosen for TPs 1–4 to orient the cadets to communicating as a team leader.

b. An in-class activity was chosen for TP 5 as an interactive way to provoke thought and stimulate interest among cadets about the process of communication and the barriers to communication.

7. **References**

a. C0-022 (ISBN 0-02864-207-4) Cole, K. (2002). *The Complete Idiot's Guide to Clear Communication*. Indianapolis, IN: Alpha Books.

b. C0-115 (ISBN 0-7879-4059-3) van Linden, J. A., & Fertman, C. I. (1998). *Youth Leadership*. San Francisco, CA: Jossey-Bass Inc., Publishers.

c. C0-144 Colver, E., & Reid, M. (2001). *Peacebuilders 2: Peer Helping*. Ottawa, ON: YouCAN.

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d. C0-237 (ISBN 0-19-541816-6) Barber, K. (Ed.). (2004). *Canadian Oxford Dictionary* (2nd ed.). Don Mills, ON: Oxford University Press Canada.

e. C0-262 MacDonald, K. (2002). *Interpersonal Conflict Resolution Skills for Youth. Module 1: Fundamentals of Conflict Resolution*. New Westminster, BC: Centre for Conflict Resolution.

f. C0-268 (ISBN 1-57542-265-4) MacGregor, M. (2008). *Teambuilding With Teens: Activities for Leadership, Decision Making and Group Success*. Minneapolis, MN: Free Spirit Publishing, Inc.

8. **Training Aids**

a. Presentation aids (eg, whiteboard/flip chart/OHP/multimedia projector) appropriate for the classroom/training area, and

b. Stopwatch.

9. **Learning Aids**

a. Communication Puzzles,

b. Scissors,

c. Resealable plastic bags, and

d. Envelopes.

10. **Test Details.** N/A.

11. **Remarks.** N/A.

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