COMMON TRAINING

SILVER STAR

INSTRUCTIONAL GUIDE

SECTION 4

EO M303.04 – COMMUNICATE AS A TEAM LEADER

Total Time: 60 min

PREPARATION

PRE-LESSON INSTRUCTIONS

Resources needed for the delivery of this lesson are listed in the lesson specification located in A-CR-CCP-703/PG-001, Chapter 4. Specific uses for said resources are identified throughout the instructional guide within the TP for which they are required.

Review the lesson content and become familiar with the material prior to delivering the lesson.

Photocopy a Communication Puzzle located at Annex D for each cadet. Using half of the copies, cut out the puzzle pieces and place each set of pieces in a re-sealable plastic bag. With the other half, place each full puzzle in an envelope.

PRE-LESSON ASSIGNMENT

N/A.

APPROACH

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

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.

INTRODUCTION

REVIEW

N/A.

OBJECTIVES

By the end of this lesson the cadet shall have communicated as a team leader.

IMPORTANCE

It is important for cadets to understand the process of communication. People communicate everyday as a way to share knowledge, interests, attitudes, opinions, feelings and ideas with others. After understanding ways to communicate, cadets must become familiar with the process of communication and when and how to use

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it. Communication skills are a fundamental part of leadership because they permit the flow of ideas from one individual to another or to a group, and vice versa. Effective communication helps people break down barriers between themselves and others.

Teaching point 1 **Explain Verbal and Non-Verbal Communication**

Time: 5 min Method: Interactive Lecture

Every form of communication must have a sender and a receiver.

VERBAL COMMUNICATION

When individuals speak to each other, verbal communication is being used. Much of what a person receives from a conversation is picked up through words. Verbal communications are used during conversations, meetings, interviews, speeches and more.

NON-VERBAL COMMUNICATION

When individuals communicate, body language and gestures are very useful. Body language and gestures act as communication shortcuts that convey messages previously learned by both the sender and the receiver.



Have the cadets give examples of body language and gestures. Ensure the examples are non-controversial.

Written communications such as memos and e-mail are considered non-verbal communications. Written communications are used in the cadet organization because they are accessible and usually permanent.

CONFIRMATION OF TEACHING POINT 1

QUESTIONS

Q1. Every form of communication must have what?

Q2. When is verbal communication used?

Q3. List three types of non-verbal communications?

ANTICIPATED ANSWERS

A1. A sender and a receiver.

A2. Verbal communications are used during conversations, meetings, interviews, speeches and more.

A3. Body language, gestures, and written communications.

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Teaching point 2 **Explain Hearing and Listening and Their Impact on Communication**

Time: 15 min Method: Interactive Lecture



Before beginning this TP, ask the cadets if they think there is a difference between hearing and listening.

Do not spend a lot of time on the question since it will be elaborated throughout this TP.

THE DEFINITION OF HEARING

Oxford dictionary defines “hear” as:

- perceive (sound, etc) with the ear;
- listen to as a member of an audience; and
- be told or informed.

Hearing occurs naturally everyday, whether a person wishes to hear or not.

THE DEFINITION OF LISTENING

Oxford dictionary defines “listen” as:

- to make an effort to hear something;
- pay attention to; and
- give attention with the ear.

When a person listens, they are making an effort to hear something. In order to listen effectively, the listener must pay attention to the person who is speaking.

ACTIVE LISTENING

Active listening is difficult because it demands that the listener put aside any internal reactions and turn their attention to the speaker without judging what is being said.

By withholding judgment, a person communicates respect by acknowledging that the other person is important and deserves to be heard and understood. Active listening encourages people to talk about facts and feelings without a risk of being put down. The goal of active listening is not only to hear what the speaker is saying but also to allow them to focus on themselves so that they can accurately communicate how they feel. There are many situations in which active listening can be used and practiced. Some of these situations are explained in Figure 1.



Ask the cadets to think about some real-life examples of times when they have tried to be good listeners while sharing some of the comparisons below.

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Active Non-Listening	Active Listening
Give the other person your version.	Repeat conversationally back to them, in your own words, your understanding of the meaning.
Give your own opinions and advice. Talk about yourself at every point.	Do not talk about yourself.
Introduce new topics to get off the subject if it is uncomfortable.	Let the speaker take the lead. Encourage them back to the issue when they digress. Do not allow the person to drift to a less significant topic because they feel that you do not understand.
Think of what you are going to say next while the speaker is talking.	Concentrate fully on what the person is saying.
Do not let the speaker know if you do not know what they are talking about.	Ask for clarification when you do not understand.
Reassure by saying “It’s not that bad” or talk them out of it.	Let them come to their own answer since your answer may not be theirs. Do not offer advice.
Agree with generalizations such as “Yes, it’s hopeless” or “There’s nothing you can do.”	Let them find their answer. Reflect back to them so that they know you understand but also so they can hear and understand themselves.
Dismiss their feelings by saying things such as “You’ll feel better tomorrow” or “It’s not the end of the world.”	Support their feelings by saying things such as “You feel hopeless about it right now” or “You can’t find anything that will fix it yet.”
Fill silences.	Allow silences.

E. Colver & M. Reid, Peacebuilders 2: Peer Helping, YouCAN (p. 13)

Figure 1 Active Listening Examples

POOR LISTENING HABITS

People often need to feel heard before they can hear. When listening, focus on the speaker. Affirmative listening (nodding and giving quick answers) shows the speaker that the listener is paying attention, consequently encouraging them to continue communicating.

Care should be taken to maintain focus and concentration when having a conversation. The following are some examples of poor listening habits:

- formulating replies while the other person is speaking;
- letting the mind wander;
- tuning out a point of view that differs from the listener’s preconceived ideas;
- interrupting speakers;
- finishing a speaker’s sentence for them;
- talking while other people are speaking;
- jumping to conclusions; and
- hearing only what the listener wants to hear or expects to hear or assuming what will be said.

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K. Cole, The Complete Idiot's Guide to Clear Communication, Alpha Books (p. 130)

Figure 2 Chinese Listen Character

THE IMPACT THAT LISTENING AND HEARING HAVE ON COMMUNICATION

Noises are easy to hear but because a person can hear what is happening, does it mean that they are listening? Sometimes the listener must stop the person who is talking and ask them to start over. It is possible to hear a person speak but have no idea what they are saying.



Ask the cadets to think about some lessons or conversations that occurred recently in which they could hear what was happening but were not listening.

In order to communicate effectively, it is vital that those who are receiving the information are listening; a speaker must have the attention and focus of the listeners.

Listeners should involve themselves in communication physically, mentally and verbally. Using body language will help keep the attention of listeners. Those listening should focus their attention solely on the speaker. If the topic is important, a good way to stay focused is to take notes. When the speaker is finished, ask questions to make sure the message you received is right.

CONFIRMATION OF TEACHING POINT 2

QUESTIONS

Q1. What is the definition of "listen"?

Q2. List some examples of poor listening habits.

Q3. In what ways should listeners involve themselves in communication?

ANTICIPATED ANSWERS

A1. Oxford dictionary defines "listen" as:

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- to make an effort to hear something;
- pay attention to; and
- give attention with the ear.

A2. The following are examples of poor listening habits:

- formulating replies while the other person is speaking;
- letting the mind wander;
- tuning out a point of view that differs from the listener's preconceived ideas;
- interrupting speakers;
- finishing a speaker's sentence for them;
- talking while other people are speaking;
- jumping to conclusions; and
- hearing only what the listener wants to hear or expects to hear or assuming what will be said.

A3. Listeners should involve themselves in communication physically, mentally and verbally.

Teaching point 3 **Describe the Process of Communication**

Time: 5 min Method: Interactive Lecture

PROCESS OF COMMUNICATION

Communication skills are a fundamental part of leadership because they permit the flow of ideas from one individual to another or to a group, and vice versa. Effective communication helps people break down barriers between themselves and others. Giving careful thought, not only to what people want to express but also to how they want to express it, is an important part of communication. Communication involves a complex interaction of habits, attitudes, knowledge, information and bias.

The process of communication consists of three steps:

1. receiving;
2. interpreting; and
3. responding.

Receiving Information

Receiving a message will depend directly on what information was sent by the sender and how it was sent. When receiving, listening is of the utmost importance.

Messages may be simple or complex. When receiving a complex message, the receiver must be prepared to write down important information. If there is a lack of understanding or any confusion, the receiver should ask questions.

Interpreting Information

After a message has been received, it must be reflected on and interpreted. Simple messages may not require much interpretation.

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Receivers of a message will translate what they heard based on their own set of definitions, which may differ greatly from those of the sender.

Responding To Information

A response will let the sender know that the message has been received and interpreted and is now being acted on. The response may be to the sender or it may be to another person or a group to act on the message. When responding, being able to communicate what was interpreted from the message is important.

CONFIRMATION OF TEACHING POINT 3

QUESTIONS

Q1. What step of communication occurs after the message has been received?

Q2. What should be done if there is a lack of understanding or any confusion?

Q3. Who may receive a response in the communication process?

ANTICIPATED ANSWERS

A1. Interpreting is the next step.

A2. Questions should be asked.

A3. The response may be to the sender or it may be to another person or a group in order to act on the message.

Teaching point 4 **Identify the Barriers to Effective Communication**

Time: 10 min Method: Interactive Lecture

BARRIERS TO COMMUNICATION

When sending a message, the sender must understand that there are barriers to communication – ways in which communicating can lead to misinterpretation. In order to communicate effectively, these barriers must be overcome or managed. Keep in mind that the real communication is the message others receive, not the message intended.

When the receiver has to overcome barriers to communication, there may be effects such as:

- defensiveness, confusion, resistance and resentment;
- dependency on others to explain and inform;
- withdrawal from conversations;
- feelings of defeat or inadequacy; or
- decreased likelihood of problem solving.

Barriers to communication can be divided into three categories: intrapersonal factors, distraction factors and delivery factors.

Intrapersonal Factors

The following barriers to communication are intrapersonal factors:

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- **Stress.** When feeling the effects of stress, both the sender and the receiver may easily lose focus of the goal of the message. When experiencing stress, it may be difficult for a person to concentrate on messages.
- **Emotion.** When the sender of a message has high emotion, such as worry, fear or even excitement, the intent of the message may be lost. When the receiver has strong, negative emotions about the sender or disagrees with the message, interpreting may be difficult.
- **Misinterpretation.** The meaning of the message may be misinterpreted by the receiver. Sometimes a word can mean two different things and different words have different meanings for different people. When the sender uses complex words, they must ensure that the receiver is capable of understanding them. Be aware that a person may use a particular word in a different way than others understand it.
- **Poor Listening Habits.** When the receiver has poor listening habits, the meaning and intent of the message may be lost. It is important for the sender to look for cues to make sure that receivers are listening and paying attention.
- **Closed-Mindedness.** People sometimes only hear what they what to hear. When new ideas or change are brought to a situation, some people may have a difficult time accepting the message.
- **Prejudice.** Prejudice can occur between the sender and receiver. When the ability to understand is questioned or the intent is misjudged due to preconceived opinions, the effectiveness of the message may be weakened.

Distraction Factors

The following barriers to communication are distraction factors:

- **Visual.** When sending or receiving a message, it is easy to become distracted by sights in the area. Even when the participants seem extremely focused, seeing something out of the corner of the eye can distract and confuse them.
- **Auditory.** Noise is also a distraction when sending or receiving a message. When noise occurs, participants can become distracted and confused. The sender may have to stop sending the message, wait for the noise to stop and then begin to send again. It is important that the receivers have an environment free of distractions.

Delivery

The following barriers to communication are delivery factors:

- **Language.** The language a person speaks may have a significant affect on the effectiveness of a message. Trying to understand a message that is being sent in another language is extremely difficult. Also, when a person uses complex wording to explain a concept, meaning can be lost. Using simple language to explain concepts will ensure that everyone understands the message and will avoid possible confusion.
- **Mixed Messages.** Mixed messages occur when the sender sends a variety of messages, all indicating different ideas or meanings. Mixed messages may be interpreted through body language and tone of voice used by the sender. If the receiver interprets mixed messages, the intent of the message may become lost.
- **Overload.** When bombarded with information, understanding a message is difficult. When given extra information, the receiver has to sort through and pick out the key pieces. Being overloaded may cause a person to hear only part of a message or distort a message. As a sender, only send the information that the receiver needs to know.

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Teaching point 5 **Conduct an Activity That Demonstrates the Barriers to Effective Communication**

Time: 15 min Method: In-Class Activity

ACTIVITY

OBJECTIVE

The objective of this activity is to have the cadets experience barriers to communication.

RESOURCES

- Stopwatch,
- Paper,
- Scissors,
- Resealable plastic bags (one per two cadets),
- Envelopes (one per two cadets), and
- Communication puzzle located at Annex D (one per cadet).

ACTIVITY LAYOUT

Set up an area in which the cadets can sit back to back.

ACTIVITY INSTRUCTIONS

1. Divide the cadets into pairs. Within each pair, have the cadets decide who will be “A” and who will be “B”.

2. Explain to the cadets that they will have to sit back to back. Cadet “A” will have to try to get cadet “B” to use cut-out shapes to replicate the given design. There will be three rounds consisting of:

   a. During the first round, only Cadet “A” can speak.

   b. During the second round, Cadet “B” may ask questions but Cadet “A” can only answer with yes or no.

   c. In the third round, both cadets may speak freely.



If at any time the cadets think that the puzzle has been solved, Cadet “A” may look at their partner’s puzzle. If correct, Cadet “A” should rotate (turn) the puzzle so that it is different from previous tries and begin again until time has run out.

3. Distribute the puzzle in an envelope to each Cadet “A”. Distribute the cut-out pieces in a resealable bag to each Cadet “B”.

4. Have the cadets sit back to back and begin the first round. Start the stopwatch.



If there is enough room, have all of the “A” cadets face one direction and all of the “B” cadets face the opposite direction to ensure that none of the “B” cadets can see another cadet’s puzzle.

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5. After three minutes, stop the cadets. Have them begin the second round. Start the stopwatch.
6. After three minutes, stop the cadets. Have them begin the third round. Start the stopwatch.
7. After three minutes, have the cadets compare puzzles with other pairs.
8. Bring the cadets together for a debriefing. Ask questions such as:
    a. Why was it frustrating not being able to fully communicate throughout the activity?
    b. What communication did you have to try to overcome during the activity?
    c. Can you think of a real-life situation in which you were trying to solve a problem but did not have all of the “pieces” needed? What would have changed in that situation if you had received more information or if others had communicated more clearly?
    d. What happens when one team member has a specific goal in mind but cannot clearly communicate it to the team? How can the team improve the way information is communicated?

SAFETY

N/A.

CONFIRMATION OF TEACHING POINT 5

The cadets participation in the in-class activity will serve as the confirmation of this TP.

END OF LESSON CONFIRMATION

The cadets participation in the in-class activity will serve as the confirmation of this lesson.

CONCLUSION

HOMEWORK/READING/PRACTICE

N/A.

METHOD OF EVALUATION

N/A.

CLOSING STATEMENT

People communicate everyday as a way to share knowledge, interests, attitudes, opinions, feelings and ideas with others. Communication skills are a fundamental part of leadership because they permit the flow of ideas from you to another person or to a group, and vice versa. Communication skills will increase with experience which is why you should take every opportunity to communicate with others.

INSTRUCTOR NOTES/REMARKS

N/A.

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