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)

Unofficial convenience copy of A-CR-CCP-703/PG-001, cached 2026-11-08 from https://app.cadets.gc.ca/cadet-publications/A-CR-CCP-703-PG-001/A-CR-CCP-703-PG-001.pdf.
Verify against the official publication.

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. distraction 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.

Unofficial convenience copy of A-CR-CCP-703/PG-001, cached 2026-11-08 from https://app.cadets.gc.ca/cadet-publications/A-CR-CCP-703-PG-001/A-CR-CCP-703-PG-001.pdf.
Verify against the official publication.

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.

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.

Unofficial convenience copy of A-CR-CCP-703/PG-001, cached 2026-11-08 from https://app.cadets.gc.ca/cadet-publications/A-CR-CCP-703-PG-001/A-CR-CCP-703-PG-001.pdf.
Verify against the official publication.

THIS PAGE INTENTIONALLY LEFT BLANK

Unofficial convenience copy of A-CR-CCP-703/PG-001, cached 2026-11-08 from https://app.cadets.gc.ca/cadet-publications/A-CR-CCP-703-PG-001/A-CR-CCP-703-PG-001.pdf.
Verify against the official publication.