



CODE BLUE

TRAINING FOR LOCAL LEADERS

MODULE FOUR

COMMUNICATION

- Session 1- Non-verbal listening
- Session 2- Some Active listening skills
- Session 3- Putting it all together



LEADER'S MANUAL

The Salvation Army

Australia Territory



COMMUNICATION SESSION 3: PUTTING IT ALL TOGETHER

AIM:

This session is designed to help participants practise the active listening skills taught in sessions one and two, in a supportive environment, as well as the non-verbal listening skills.

TIME NEEDED:

70 minutes

MATERIALS NEEDED:

Participants' manual, multi-media, whiteboard, spare note paper for observers in round robin exercise.

NAVIGATING THE SESSION:

Text in **blue** is for your information. It's also directing you to do something.

Text in **red** is for you to "read out" or "answers" for participants to fill in.

Text in **black** also appears in the participants' notes and can be followed as you read aloud.

This symbol  indicates a slide is available to display via multimedia.

INTRODUCTION:

We have looked at the SOLER SUN non-verbal communication skills in listening. We have practised paraphrase, productive questions and perception checks. Now we are going to put all these skills together in a relaxed setting. We will commence with a written exercise and then move into a verbal exercise.

PUTTING IT ALL TOGETHER (Allow 10-15 minutes for this exercise)

Read the following paragraph, write a paraphrase and a perception check. Once you have completed this exercise read your responses one at a time in pairs. **Encourage the participants to check with each other that the paraphrase is accurate and shorter than the original paragraph. Did they use a stem for the perception check, a feeling word and a question at the end?**

PARAGRAPH FOR PARAPHRASE / PERCEPTION CHECK:

I'm catching up with a friend I haven't seen for two years. We've talked on the phone and been in contact by e-mail during that time. Last time I saw her we'd been working for the same company, but now she is working in a completely different field to me. She's engaged to be married and life is very different for both of us now.



Now that this part of the exercise is completed, write out a question that may be appropriate arising from this paragraph. Share this question in pairs again.

QUESTION:

ROUND ROBIN VERBAL PRACTISE SESSION



(Each round takes five minutes, each debrief takes 5-7 minutes. The round robin will take up to 45 minutes)

Have participants form groups of three. Have them allocate themselves as either Person A, B or C.

ROUND ONE:

- Person A is to spend five minutes talking about a favourite subject of theirs.
- Person B is to listen during this time, using the non-verbal listening skills, paraphrasing, doing a perception check when appropriate and asking productive questions.
- Person C is to record the number of paraphrases. They are to record the perception checks;
Did they use the stem?
What feeling word did they use?
Did they ask a question at the end of this?
Person C is to record how many productive questions are asked and what kind;
Who / What / When / Where / Why / How.

Debrief after five minutes:



This is intended to be an encouraging exercise – affirming where people do well and encouraging them to keep developing the skills.


Debrief is for 5-7 minutes

PERSON B talks about how they think they listened.
PERSON A gives affirmation about how they felt listened to.
PERSON C relates what person B did in their listening.



ROUND TWO:


Person B is to talk. Person C is the listener. Person A is the observer/recorder

Debrief as follows 

Person C talks about how effectively they think they listened.
Person B gives affirmation about how they felt listened to.
Person A relates what person C did in their listening.

ROUND THREE:

Person C is to talk. Person A is to listen. Person B is the observer/recorder.

Debrief as follows 

Person A talks about how effectively they think they listened.
Person C gives affirmation about how they felt listened to.
Person B relates what person A did in their listening.

This is only the beginning. Use these skills when you are listening to your children, grandchildren, spouse, work colleagues and friends. As you practise these skills, you will begin to integrate them into your everyday living and listening. Listening well is an effective gift we can offer to another.

Have the groups of three pray for one another.