



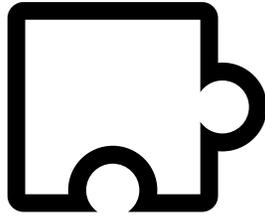
# Listening and speaking (communication)

Age range: 11-19

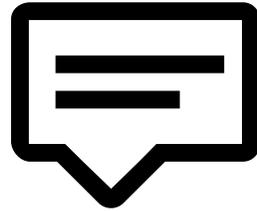
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# Why are core transferable skills important?



Problem solving



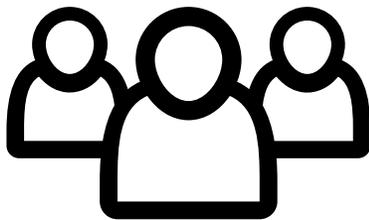
Listening  
and speaking  
(communication)



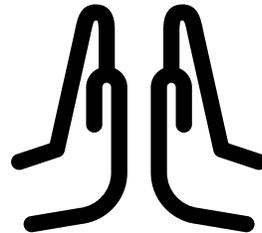
Creativity



Aiming high  
(proactivity)



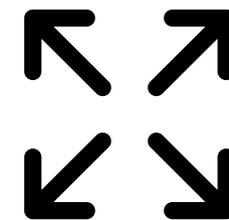
Leadership



Teamwork



Staying positive  
(resilience)



Adaptability

# What it means to be a good communicator

Being a good communicator is about using listening and speaking skills to effectively receive and relay information.

This session helps to work towards step 10 from the Skills Builder Framework for listening and step 10 for speaking.



# How communication skills are vital in the workplace

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# Sophie takes the communication challenge

5



# Putting it into practice

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## Story 1 – Paramedic

1. A paramedic has arrived at a car crash and there are more than five injured people
2. The paramedic must tell the control room to send three more ambulances
3. The paramedic must first treat the person with a neck injury in the blue car
4. One more ambulance then turns up with two paramedics to help
5. The last person the paramedic treats is a woman who has injured their left leg and right arm

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## Story 2 – Air steward

1. An air steward is serving 200 meals on a flight to New York
2. Their colleague tells them 30 people are vegetarian and eight have allergies
3. A passenger asks if the food is dairy free and the steward says the chicken curry dish has dairy in
4. The air steward must tell their colleague that the passenger in seat 73B has a nut allergy
5. The meal service takes 45 minutes to finish including serving tea or coffee

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## Story 3 – Internet supplier

1. A call centre manager has their last call come through of the day at 5:45pm
  2. A very angry customer says their internet stopped working two days ago
  3. The manager looks in the booking diary to see when the next available engineer slot is
  4. The manager tells the customer they will visit on Saturday between 11am-2pm
  5. The manager contacts the engineer about the visit to the property in Selly Oak in Birmingham
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# Reflecting on communication

- How do you know what someone listening to you is thinking or feeling?
- How can you use your language, tone and expression to influence and negotiate with another person?
- How can communication be used to create an environment where everyone is respected and able to make a full contribution?
- How can you make your communication more effective?
- Can students think of what job roles it is important to have effective communication in?

