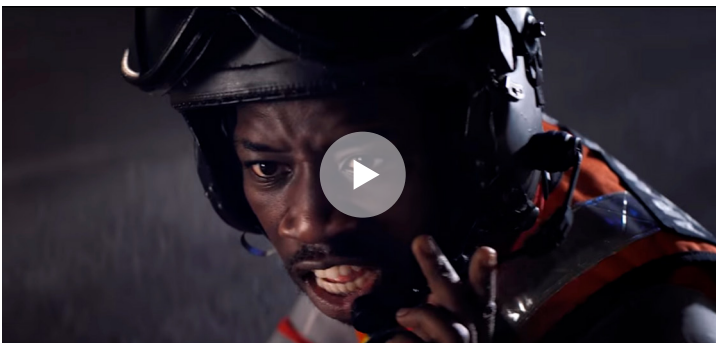


Introduction

Effective communication skills are important for both education and whilst in a job. These skills can improve relationships with friends, colleagues, employers and customers in a variety of ways. Employers value clear and confident verbal and written communication skills, so they can help your progress both personally and professionally throughout your life.

This activity looks at some different communication styles, and how you can adapt yours to different situations. You can type your answers into the boxes.

Worksheet one: Active listening



Watch the film about how [communication skills can be vital in the workplace](#).

What do you think 'active listening' means, and what can you do to practice it?

What can you do as a speaker to help someone understand and take in what you are saying?

Remember, communication is two-way – a clear style of speaking/presenting can make the listening/understanding much easier for the other person.

Worksheet two: Being an effective communicator



Watch the 'Sophie takes the communication challenge' film, which shows how someone working on a market stall uses her communication skills to deal with different customers; barclayslifeskills.com/sophie

Which different forms of communication did Sophie use with her customers? These could be non-verbal, verbal, listening or speaking

What were the effects of her ways of communicating on each customer? Did she get the outcome she wanted?

How do you think her different methods of communication help her to be more effective in her job?

Imagine that Sophie had communicated in a different way, or less successfully. What would her behaviour have looked like? What might the consequences have been?

Worksheet two cont.

The film shows a situation where the people can communicate face to face. Consider how you might have to adjust your communication skills (listening and speaking) to a situation where you are communicating either on the phone, by email or over video chat.

Which types of communication might become more important in these different environments? What else could you do to demonstrate that you are able to communicate effectively anyway, for example if you were speaking to a potential employer or colleague using these methods? Add your ideas below; some examples to get you started are in the table already.

Setting	Communication adaptation
Phone call	<ul style="list-style-type: none"> • Prepare a script or notes to help you keep track whilst on the call • Using more verbal cues, like head nodding, to indicate understanding whilst others are speaking
Video call	<ul style="list-style-type: none"> • Looking at your computer camera while speaking • Use body language that shows attention and active listening when others are speaking
Email	<ul style="list-style-type: none"> • Ensuring language is formal enough and not conversational or inappropriate

For more on developing communication skills for the workplace, explore the [LifeSkills website](#).