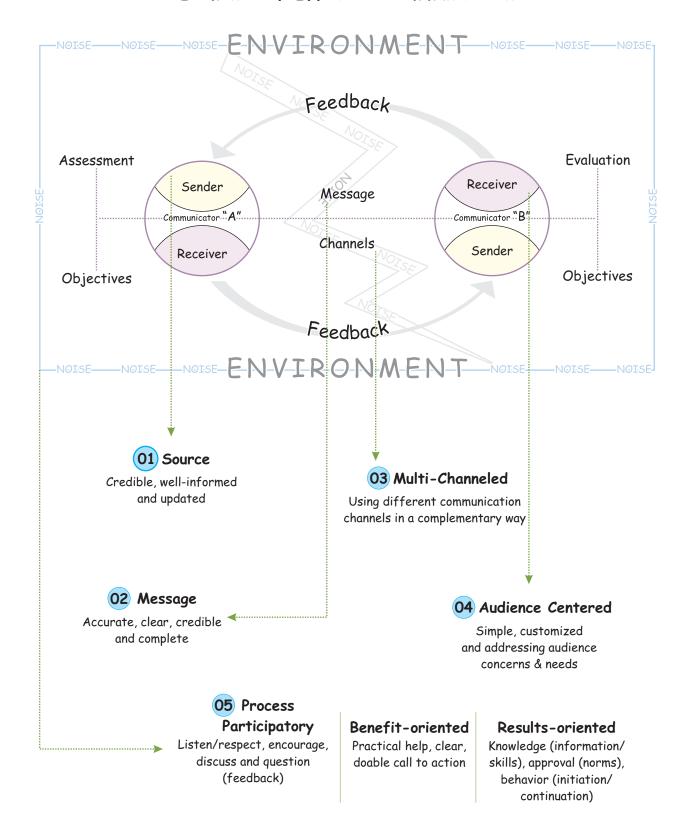
Elements of Effective Communication





Introduction to communication styles

Communication styles vary very much from place to place, from country to country, from city to city, and from village to village. Communication needs to be set by the local community. This is often referred to as folk media. Folk media are traditional methods that are used by people to talk to each other and convey messages. Folk media can be such things as storytelling, songs, dances, games, rituals and so on. Using this type of communication will help in creating lasting consciousness in participants and creating relationships and trust it is enlightening and entertaining and cannot be easily forgotten.

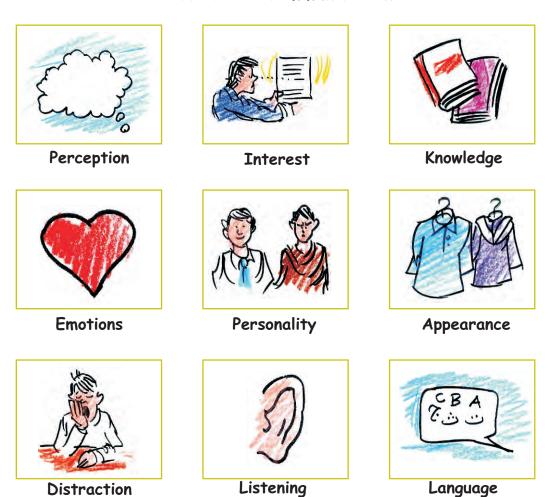
In some places, personal space is highly valued and greeting is done without shaking hands. In other places greeting is done by kissing on the cheek. Sitting arrangements and how close people are also form part of personal space and communication considerations. Formality is another communication factor to consider, some people are formal, and others can be informal. In language there may well be a formal and an informal way of speaking. It is good to understand the formality or informality required in facilitating communication during an FBS session.

Directness is also a facilitation communication factor to consider. Some people are direct in speaking and like to "get to the point". Others may prefer an indirect manner of communication; it may be considered rude to confront somebody directly with a problem. Emotions are part of facilitation communication factors. Some people may express their emotions freely. Others may be more reserved. Approaches to conflict are also factors. Some people may take a conflict well and may believe that conflict is real communication. Others may avoid conflict; yelling, expressing anger or even speaking up is seen as rude. You have to consider these factors when communicating in the FBS.

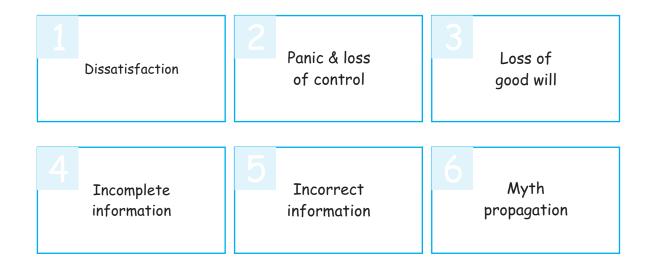
Notes:	

Distraction

Barriers to communication



Ineffective communication results in...



Language

Effective verbal and non-verbal communication

Remember!

People understand

7%	38%	55%
Of the words you are saying	Of the voice you are using	Of the body movements you are doing

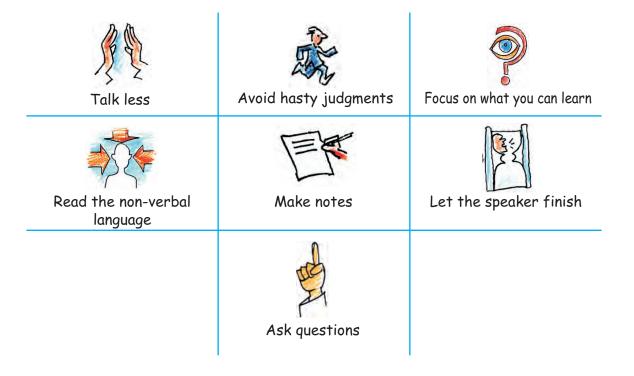
Techniques for verbal and non-verbal communication

'KISSS'	'REAL'	
(Verbal)	(Non-Verbal)	
Keep It	■ Give respect: Be attentive - show involvement with participants and	
Short: Distinguish between nice to include and need to include. Too much information cannot be remembered.	subject under discussion through facial expression and tolerance for questions	
Simple: Use simple and clear information that can be understood by all. Avoid complicated technical terms. This will avoid misunderstanding	Emphasize: Highlight important points through use of multiple channels, appropriate body language, and repeating the message as needed. Use training aids and material effectively.	
(rumors).Straight: Clarify to the audience what you are trying to achieve and summarize 'take away' points/	Create a positive atmosphere: Ensure a friendly and encouraging environment that can promote learning through your smile, words and attitude.	
messages at the end of your session.	■ Listen: Ensure that all participants are active and engaged. Listen with your ears and eyes, and listen to words and feelings. Encourage feedback and discussion and ask open ended and probing questions to make sure you are understood.	

Effective listening

Listening is generally used as an overall label for the complex psychological, neurological and physiological factors involved in the understanding and retention of verbal material presented in the spoken form

Tips to improve listening skills



Notes:	



Understanding adult learning

Adult learning or facilitation is very different from education directed towards children. Adults choose if they want to participate in a learning process, they want to know 'why' they need to learn. They will want to know how learning will benefit them and their families. A typical adult learning cycle is shown here below.

