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| **What other communication skills are important?**Challenge:Read the information below. For each point, either draw an image or source an image from the internet to help you remember them. Then describe a time you could apply this skill yourself.More challenging: For each point, explain in the box by the side why you think this is an important skill AND how you could apply it personally.Mega challenge: For each point, explain how you could apply it personally and analyse the short and long-term benefits of you mastering this skill. |
| **Being a good listener:** This can make the other person in the conversation feel more valued. It also allows you to respond more appropriately.  |  |
| **Non-verbal communication:**This is your body language. As discussed previously, this can indicate your levels of confidence and assertiveness and how relaxed you are. Eye contact is essential! |  |
| **Clarity:** Be clear, ensure the correct message has come across. This is essential in the workplace if delivering deadlines on time or managing others. Besides, if you mumble off track people will soon stop listening. |  |
| **Formal or informal:** Get your tone right. You wouldn’t speak to your manager saying ‘alright bruv’ and you wouldn’t call your brother ‘Sir’. Think what’s appropriate in each situation. If you’re unsure, ask someone you trust beforehand. |  |
| **Have a word with your face:** What this means is, if you find something funny, but it’s not supposed to be, you have to go along with what is appropriate for the situation: don’t laugh. A smile when it’s needed, however, can go a long way to help calm a person or situation, but you need to again ensure this is appropriate, |  |

**What other communication skills are important?**

Challenge:

Read the information on your ‘Additional Communication Skills’ sheet. For each point, either draw an image or source an image from the internet to help you remember them. Then describe a time you could apply this skill yourself.

More challenging: Read the information on your ‘Additional Communication Skills’ sheet. For each point, explain in the box why you think this is an important skill AND how you could apply it personally.

Mega challenge: For each point, explain how you could apply it personally and analyse the short and long term benefits of you mastering this skill.