

COMMUNICATION: BIG PICTURE

AUTHOR(S):	Foundation for Jewish Camp & Westchester Jewish Community Services (Some information from Crisis Prevention Institute & National Council of Behavioral Health.)
SUMMARY:	Through discussion and games, participants will have increased awareness and information on the of the various ways people communicate. This includes exploring verbal, non-verbal, and para-verbal impacts on understanding how we share and interpret information and messages.
TOPIC(S):	Communication Skills, Leadership Development, Mental Health
LEARNING OBJECTIVE:	Participants will discuss verbal, non-verbal and para-verbal communications. How we say what we say can impact outcomes of situations. Using your voice, words and body language are valuable assets in effective communication and crisis de-escalation.
AUDIENCE:	8-30 staff
SPACE:	Private area with large enough space for role plays
TIMING:	15 - 20 minutes
MATERIALS NEEDED:	Copies of pie chart hand-out (pages 4-5) Pens

COMMUNICATION: KNOWING THE FACTS

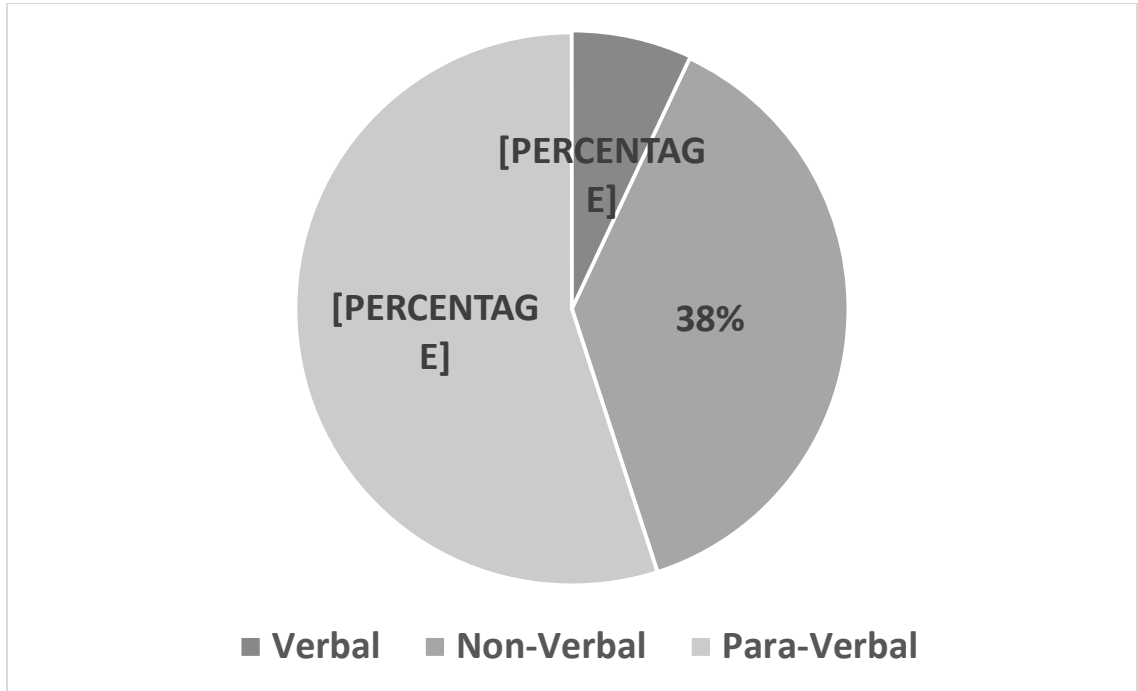
Ask participants to consider three aspects of communication: Verbal, Non-verbal (body language, kinesics, proxemics), and Para-verbal (tone, volume, cadence). Define these words as needed.

Distribute the double-sided blank pie chart hand out. Have participants fill in a pie chart to show their guesses to the following: How much does each aspect of communication actually matter in dictating how a message is received?

Ahead of time, draw a pie chart on a flipchart paper that shows the actual percentages *or* pass around a few copies of the actual pie chart.

Research shows:

- Verbal = (7%) – words we use
- Non-verbal = (55%) – body language, Kinesics.
 - Keep in mind: sometimes this may be a great indicator and/or the only way a child/youth can communicate feelings, but it can also be easy to misinterpret.
 - During a crisis pay close attention to body language, as this can serve to escalate or de-escalate a situation.
- Para-verbal = (38%) – the vocal part of speech excluding actual words, such as the message being sent by tone, volume, and cadence.



Discuss

- Did anything in this surprise you?
- In what situations might this be useful to understand? How might this impact your decisions in different situations?

USING YOUR VOICE AS A CONTROL TOOL

What are some examples of strategies for using your voice as a tool to deescalate crises?

- **Tone:** Avoid impatience and condescension/inattention (this can be challenging!).
- **Volume:** Keep volume appropriate to distance and situation.
- **Cadence:** Deliver the message using an even rate & rhythm (consider a marching band vs a waltz).

Often, our role is to calm the person and we can help make this happen by communicating calmly. Inappropriate reactions can escalate inappropriate behavior.

COMMUNICATION: LISTENING IS HALF THE JOB!

Discuss: What are some reasons the other side of communication, listening, can be important?

Play a game of telephone!

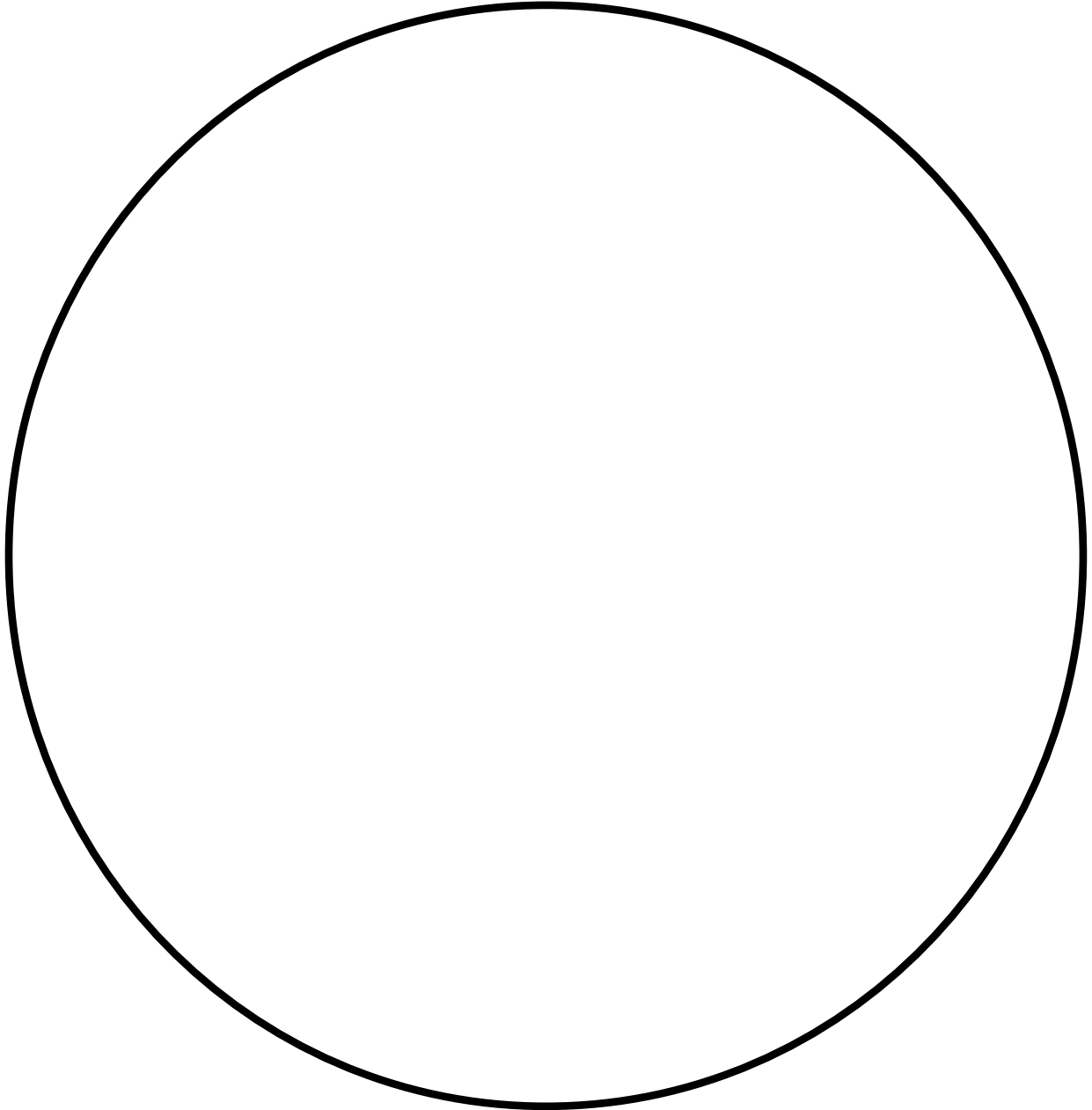
1. Choose a volunteer to create a sentence of 15-20 words– get creative here and make up a relevant quirky sentence.
2. Have participants stand or sit in a line or a circle, then have the volunteer whisper to the first participant next to them (using a foot or two of separation) but trying so others do not hear.



3. Each person should whisper the sentence, as best as they can remember, only once!
4. At the end of the line, have the last person say out loud to the whole group what they heard.
5. Have the first person share the original statement so the group can hear how much information has changed!
 - What we think we hear is may not always be accurate or carry the intent of the statement. It is good practice to reiterate what you think you hear to clarify and validate the full message, what is said verbally, non-verbally, and para-verbally.

COMMUNICATION PIE CHART: WHAT MATTERS & HOW MUCH?

Fill in your guess below:



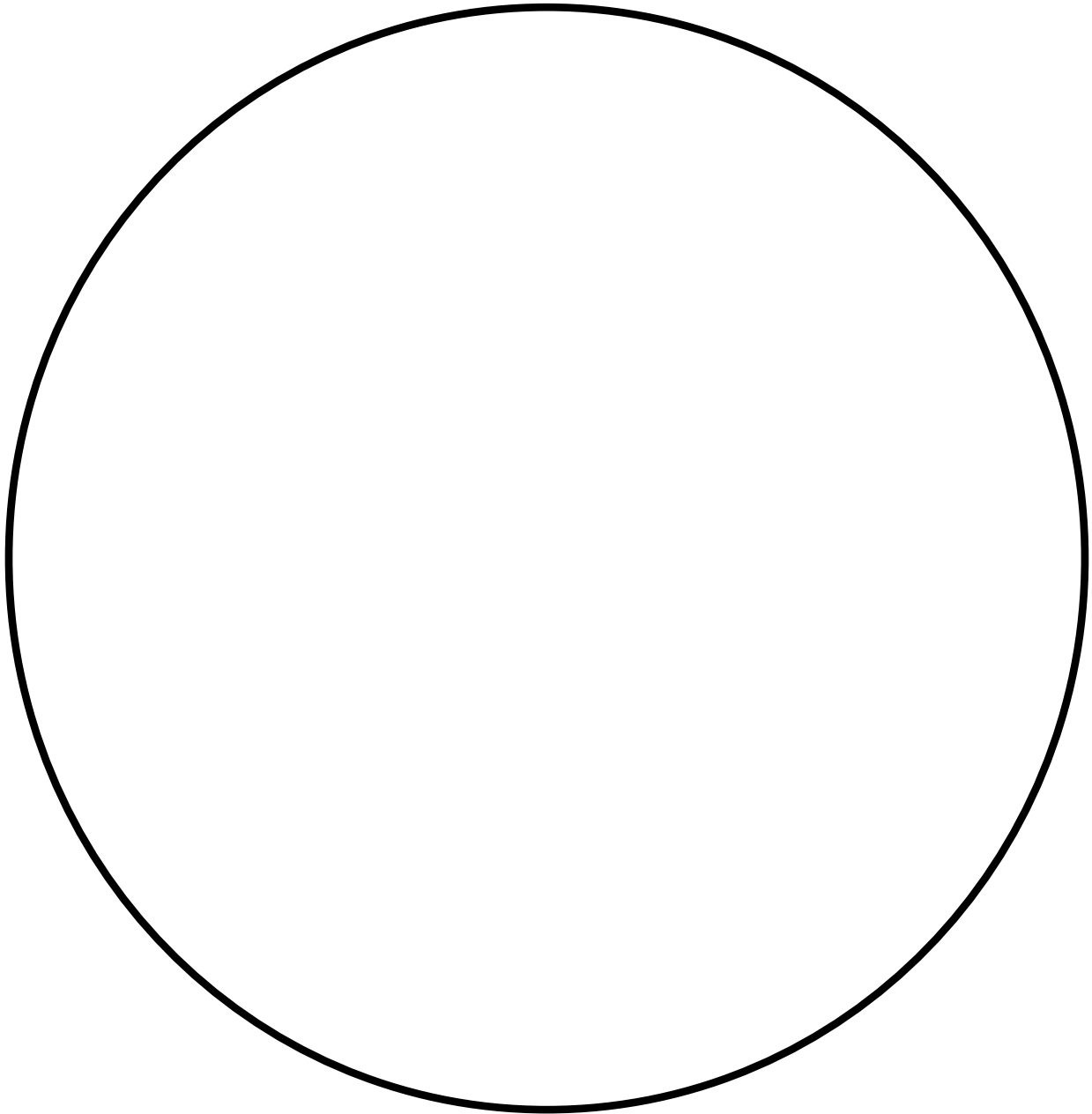
VERBAL (WORDS)

NON-VERBAL (BODY LANGUAGE)

PARA-VERBAL (VOCAL: TONE, VOLUME, CADENCE)

COMMUNICATION PIE CHART: WHAT MATTERS & HOW MUCH?

Enter the amounts you learned, based on research.



VERBAL (WORDS)

NON-VERBAL (BODY LANGUAGE)

PARA-VERBAL (VOCAL: TONE, VOLUME, CADENCE)