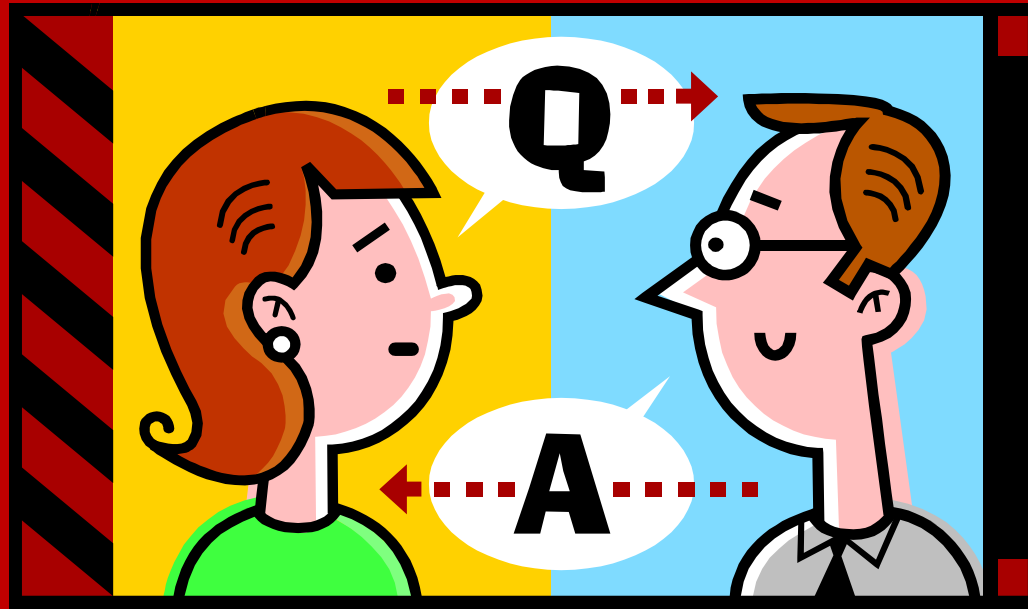




Effective Communication for Trainers



Key Skills for Effective Communication



- Building rapport
- Active listening
- Thoughtful questioning

Rapport

- What is it?
- Why is it important?
- How do you get it?
- How do you know when you've got it?

Rapport

Now think of someone that you consider to be good at rapport-building:

- What is it that they specifically do?
- Try to break the concept down, listing the key components.

Rogers' 3 Qualities that Facilitate Learning



- Realness/ Genuineness
- Prizing, Acceptance, Trust
- Empathic Understanding

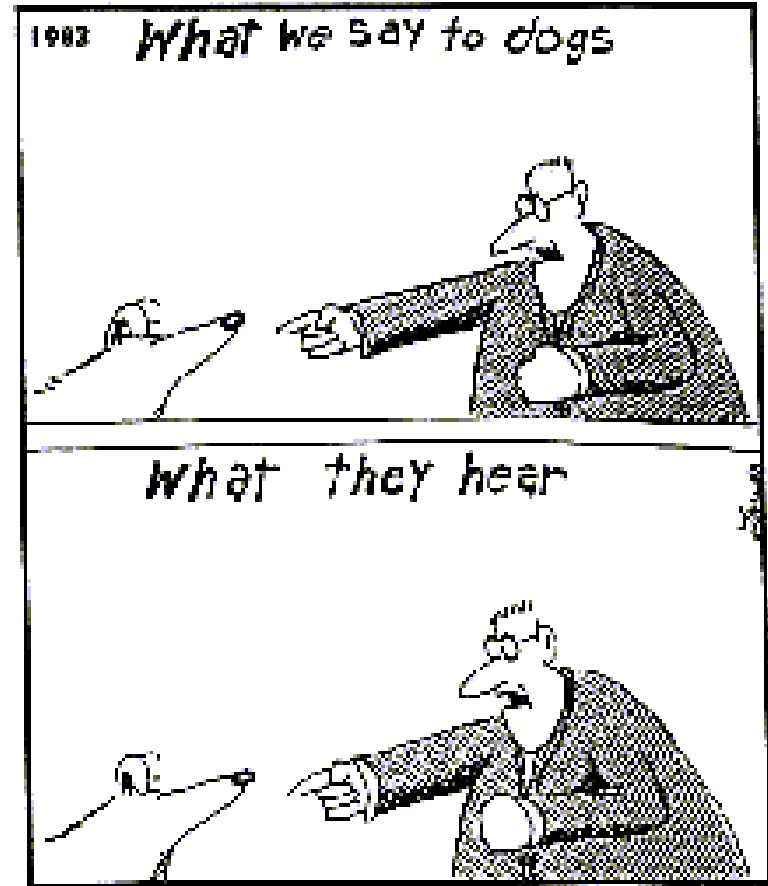
Listening Skills



OK Ginger! I've had it! You stay out of the garbage ! Understand, Ginger! Stay out of the garbage, or else!

blah blah **Ginger** blah blah blah blah blah
blah blah **Ginger** blah blah blah blah blah
blah

What does this cartoon tell us about the way that we listen?



Listening Activity

- How did you know that:
 - a. You were being listened to?
 - b. You were not being listened to?

- How did it make you feel?
- How did it affect your ability to talk?

Barriers to effective listening



‘On-Off listening’

Most of us think about four times faster than the average person speaks. As a result, listeners sometimes use the time to think about their own personal affairs, concerns, interests and troubles, rather than really listening to what is being said.

Open ears- Closed mind listening

Deciding that the speaker is boring and we’ve ‘heard it all before’. We think we can predict what they are going to say and don’t have to listen because we’ll hear nothing new.

Barriers to effective listening



‘Too deep for me’ listening

When we are listening to ideas that are too complex and complicated there is a danger that we will ‘switch off’.

Defensive listening

We do not like to have our own ideas, prejudices and points of view overturned or our opinions or judgements challenged. Consequently, when a speaker says something that clashes with what we think, we may unconsciously stop listening or become defensive.

Barriers to effective listening

‘ I’ve got something to contribute’ listening

Sometimes the speaker triggers off an idea in our own mind which we want to contribute. As a result we eagerly wait to make our contribution and stop listening to the speaker.

Active Listening



As the Chinese say.....

Ear



Ten
eyes

One
heart

Questioning Skills



That's a very
good
question.....

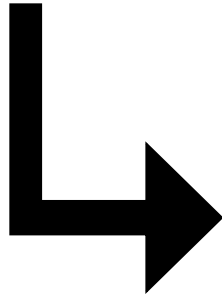
Types of Questions



Type of question	Use	Example
OPEN	As an invitation to talk	“Tell me about...?”
CLOSED	To acquire specific information	“Does the community have tenure rights?”
REFLECTIVE	To check understanding of what has been said	“So what you’re saying is....?”
PROBING	To seek an opinion or feeling	“What is your view about..?” “Tell me more about...” “Why...?”

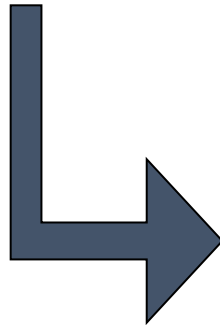
DESCRIPTION

? What do you see here?
What is happening?



ANALYSIS

? Why do you think it is like that?
What are the causes?



OPINION

? How does it compare with your
experience?
What can we do about that?
How do you feel about that?



YIELD

The benefits of group discussion **CIDT**

- Allowing participants to agree/ disagree with each other provides insight into the range of opinion and ideas, the inconsistencies and variation that exists in terms of beliefs, experiences and practices.

However...

- They are not as easy to arrange or conduct as they appear.
- They require a skilled moderator/ facilitator.

The Role of the Facilitator



- Getting the discussion started.
- Managing participants' expectations.
- Keeping people on the subject.
- Keeping the discussion moving.

The Role of the Facilitator



- Bringing out people who are not participating.
- Dealing sensitively with people who are dominating the discussion.
- Moving people on to the next topic.

Key Skills



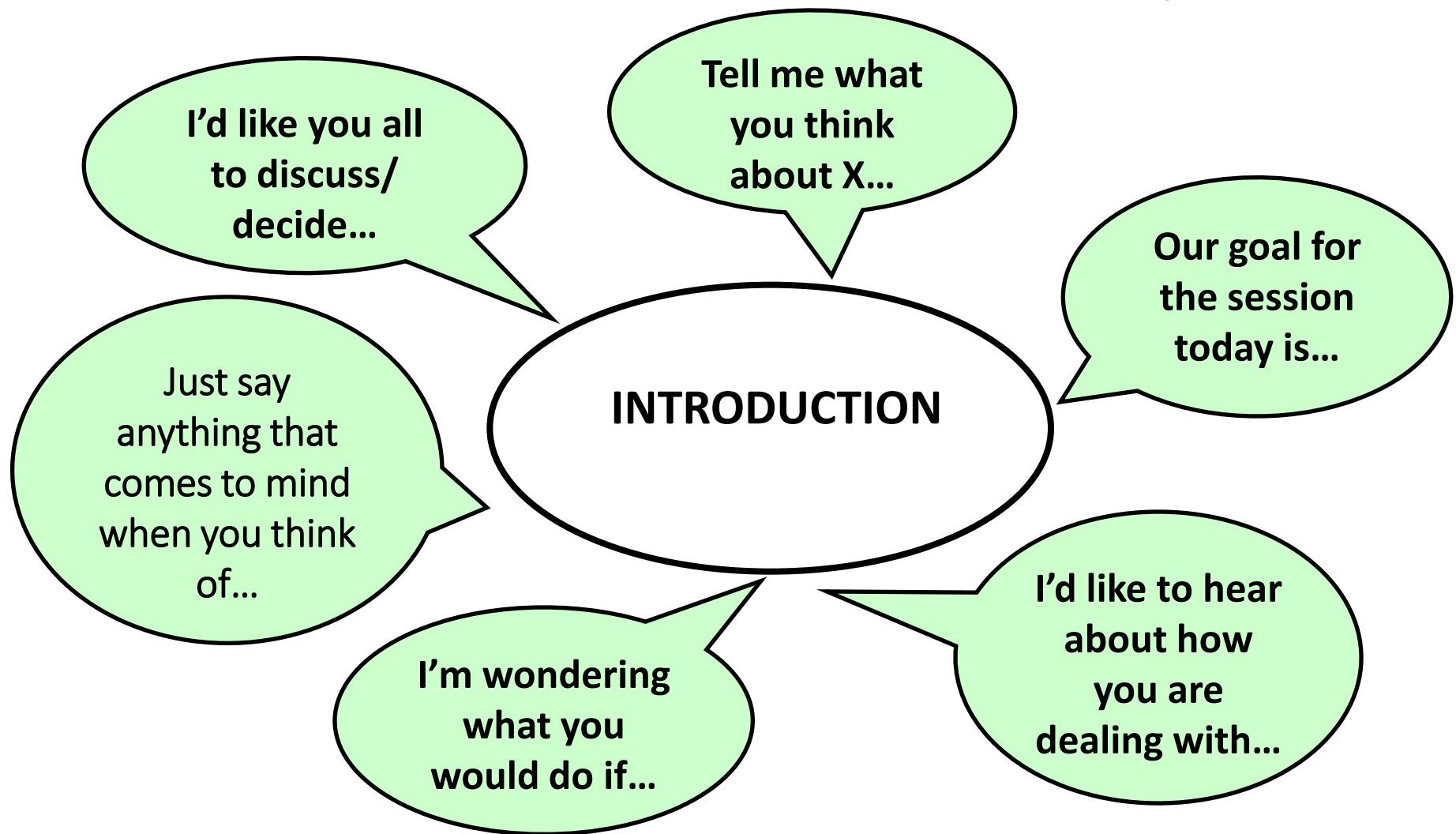
- Using direct, straightforward and appropriate language.
- An ability to remain neutral – avoid expressing opinions, influencing the discussion or favouring/being dismissive of certain views.
- Good listening skills with an ability to pick up on salient points and use them in the discussion.
- The ability to make links between what people say either by summarising or paraphrasing.

Key Skills

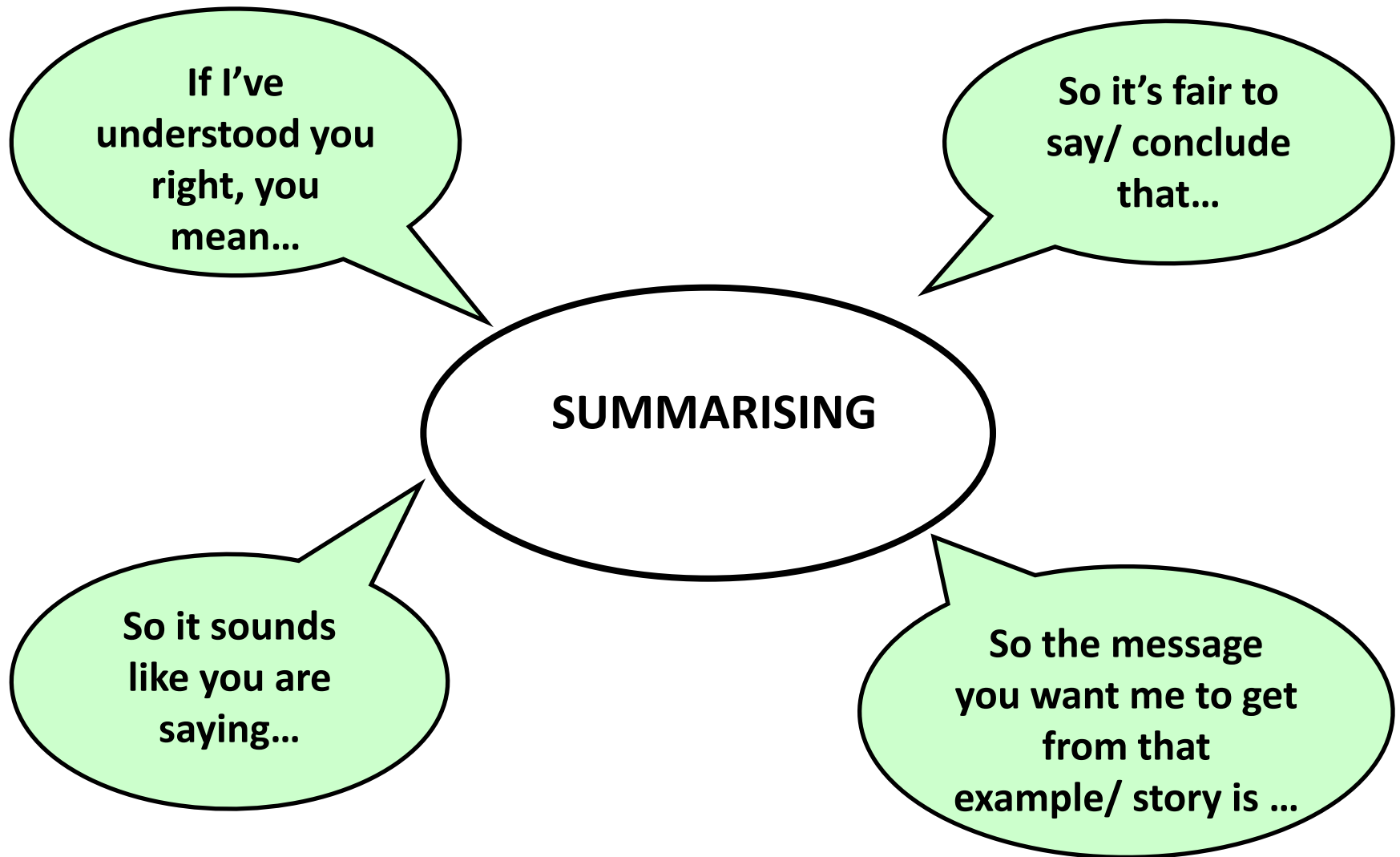


- The confidence to subtly challenge and probe views.
- Promoting debate, possibly by bringing your own experiences/ knowledge to bear.
- Supporting group members to generate ideas or solutions and not just raise problems.

Facilitating Groups



Facilitating Groups



Facilitating Groups



Facilitating Groups

