

# MY COMMUNICATION IS KEY



## LEVEL

Introductory Level

## AGE GROUP

13 – 16 year olds

## TOPIC

My communication is key

## EXPECTED LEARNING OUTCOMES

### Knowledge

Identify different communication styles when expressing feelings.

### Skills

Acquire an assertive communication pattern to express our opinion and feelings to others.

### Attitudes

Demonstrate a positive attitude towards respectful communication and showing empathy towards others.

## EXPLAINER VIDEO

As you get older, it can be very difficult to communicate and express how you feel. As things change around you and you get older, it can be difficult to communicate how you feel in a way that is respectful to your own feelings and others. In this video, we will look at ways improving our communication skills can improve our ability to express ourselves and our feelings!

When you are trying to communicate yourself properly, it is very important to use how you can communicate effectively with others. Effective communication means being able to convey your message clearly while being able to understand what others are saying clearly. You can learn to become a more effective communicator by using these three steps:

1. Listen more actively: this means paying close attention to what the other person is saying, without interrupting or getting distracted
2. Use appropriate body language: your body language can convey a lot about your emotions. Maintain eye contact, smile, and use gestures to emphasise your points.
3. Use clear language: try speaking more clearly and avoid using complex words that the other person may not understand!

When you learn to communicate effectively, it becomes easier to express your own feelings. When expressing your emotions, it is important to remember that everybody expresses their feelings differently, and there are very few wrong ways to do so! Here are some example of communication styles that can be used to express feelings:

1. Assertive style: this is when you express your feelings confidently and respectfully, without putting down others. For example, "I get upset when you make plans without me."
2. Aggressive style: this is when you express your feelings in a hostile or angry manner, which can make the other person feel threatened. For example, "You are so selfish, you never think of me!"
3. Passive style: this is when you don't express your feelings at all, which can lead to misunderstandings and resentment. For example, staying quiet when someone says or does something that upsets you.

In sum up, effective communication and expressing your feelings are essential skills that will help you build strong relationships and resolve conflicts. Remember to listen actively, use appropriate body language, and speak clearly. Also, choose an expressing style that feels comfortable to you, and avoid being aggressive or passive.



## CHECK-IN QUIZ

Communicating our feelings and opinions can be difficult when we do not know how we communicate with others or where our skills already are! Use this quiz below to test your communication skills and your communication style!

1. When someone is speaking to you, do you:
  - a. Listen attentively and show an interest in what they are saying
  - b. Interrupt them when I have something to say
  - c. Zone out completely
2. If you're feeling upset, how do you express your emotions to others?
  - a. I express myself in a calm and assertive way
  - b. I keep my feelings to myself
  - c. I yell or get angry
3. In group conversations, do you:
  - a. Listen to others and take turns speaking
  - b. Stay quiet and don't participate
  - c. Dominate the conversation and interrupt others
4. When you disagree with someone, do you:
  - a. Respectfully share your opinion and listen to others
  - b. Argue with them and try to convince them that you're right
  - c. Dismiss their opinion and refuse to engage in further conversation
5. When you're communicating with others, do you use clear and concise language that is easy to understand?
  - a. Yes always
  - b. Sometimes
  - c. No never



### Answer Key

- For every "a" answer, you get 2 points
- For every "b" answer, you get 1 point
- For every "c" answer, you get 0 points

8-10 points: Great job! You have strong communication skills and are a good listener. Keep it up!

4-7 points: You have room for improvement. Try to listen more and interrupt less, and work on expressing your thoughts and emotions in a clear and respectful way.

0-3 points: You may struggle with communication at times, but that's okay! Try to be more aware of how you communicate with others and work on improving your listening and speaking skills.

## ARTICLE: SPEAK UP!

### SPEAK UP! – THE 4 COMMUNICATION STYLES

Communication is very important for every relationship you can have: family, romantic, work, school, and friendship. The way we communicate with others is very important to the way that others see and understand us. Knowing how to communicate effectively to express our thoughts, feelings, and opinions is very important to making sure that we are respected and respectful of those around us.

There are four main communication styles: passive, aggressive, passive-aggressive, and assertive. Each style has its own unique uses and characteristics, and can have a big impact on the way that we express ourselves.

Passive communication means that we are reluctant to speak up for ourselves which can lead to feelings of resentment or frustration. People who communicate passively tend to avoid conflict and may be afraid of expressing their opinions and feelings in case it upsets or angers other people. This can make it difficult for others to understand what they are thinking or feeling which can lead to misunderstandings.

Aggressive communication means standing up and speaking up for yourself at the expense of others. People who communicate aggressively can be quite confrontational, and can sometimes resort to name-calling and other negativity to get their point across.

This can cause others to feel defensive, intimidated, or belittled when communicating with them which leads to further conflict or resentment.

Passive-aggressive communication means expressing your feelings in a way that appears quite docile on the surface, but contains a hidden anger or hostility. This can lead to confusion and mistrust, as other people may not understand these underlying feelings that you cannot express.

Assertive communication is the most effective form of communication. This means you are able to express your feelings and needs in a clear, confident and respectful manner. When a person is able to communicate their own needs and boundaries, they are able to listen to and respect the needs and boundaries of others. This style allows for more open and honest communication, which leads to stronger relationships and effective conflict resolution.

To sum up, communication is an essential part of our daily lives, and the way we express our thoughts and feelings can impact our relationships and self-esteem. The way we express our feelings can have a significant impact on the way others perceive us, and can even impact our own self-esteem and confidence. It is important to understand the way we ourselves communicate and how that can impact others, as well as being aware of the styles of the people that we communicate with. By communicating assertively and respectfully, we can create positive and healthy relationships with others.

## SCRIPT FOR THE SELF-HELP ACTIVITY PAGE

Great communication skills are essential for building strong relationships and resolving conflicts effectively. Improving our communication skills requires self-reflection and a willingness to identify areas for improvement. In this activity, we will take some time to reflect on our recent conversations and identify specific actions we can take to improve our communication skills.

1. Set aside 10 minutes of uninterrupted time to reflect on your communication skills.
2. Think about a recent conversation you had with someone. It can be a conversation with a friend, a family member, or a teacher.
3. Ask yourself the following questions and write down your answers:
  - *Did I listen actively to the other person?*
  - *Did I speak clearly and confidently?*
  - *Did I communicate my thoughts and feelings effectively?*
  - *Did I show respect towards the other person?*
4. Based on your answers, identify one aspect of your communication that you would like to improve.
5. Write down three specific actions you can take to improve in this area. For example, if you identified that you need to listen more actively, one action could be to practice focusing on the speaker when they talk, instead of letting your mind wander.

6. Set a goal for yourself to practice these actions in your next conversation. For example, if your goal is to listen more actively, make a conscious effort to focus on the speaker and ask clarifying questions if needed.

7. Reflect on your progress after your next conversation:
- *Did you successfully implement the actions you identified?*
  - *Did you see any improvement in your communication skills?*



## VIDEO LIBRARY

How miscommunication happens (and how to avoid it) by *Katherine Hampsten (TED-Ed)*

<https://www.youtube.com/watch?v=gCfzeONu3Mo>

AMAZE: Communication Styles by *Amaze.Africa*

<https://www.youtube.com/watch?v=EphjCWXe41A>

Assertiveness examples by *Lorena Cisneros Arevalo*

<https://www.youtube.com/watch?v=FFjGGZecO04>

# IRENE

Family Learning to Address Domestic Violence

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