



Why are communication skills so important?



Robert often talks with his hand in front of his face and has a habit of walking off mid-conversation. He's not shy, or neurodiverse. Robert is the first to admit, to achieve his dream career in sports coaching, he's going to need to improve his communication skills!

Discuss: Why would Robert need to improve his communication skills to achieve his dream career?

'Errr...
mmm...'



Body language is just one part of communications skills. So, what exactly do we mean by 'communication skills'?

I think when we talk about communication skills we mean...

Why are communication skills so important?



Learning outcomes:

Explain the short- and long-term benefits of mastering communication skills and demonstrate new devices through communicating with a partner in front of the class.



Communication Skills - the ability for an individual to accurately convey a message to another person or group of people.

This is an important skillset to have in life because the exchange of information is an act that is constantly occurring in everyday life.

Mastering the art of speaking to others

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

What are 'filler words'?

Give three examples of filler words.

What is interview mode?

What does Kiss vs Kill mean?

Why should we remove 'filler words' from our conversations?

What happens if no threads are added into conversations?

How can 'random statements' help us in conversations?

What is conversational threading?

Why is 'interview mode' not a good way of speaking to new people?

Explain the meaning of a 'cold read' statement.

Watch the clips and complete your challenge questions. We will then go through the answers together so you can fill in any you've missed.



What are 'filler words'?

Words that mean nothing but are fillers in speech.

Give three examples of filler words.

'Umm, I guess, you know.'

What is interview mode?

When you bombard the other person with too many questions.

What does Kiss vs Kill mean?

Keeping it short and simple, vs long and lengthy.

Why should we remove 'filler words' from our conversations?

They add nothing to the conversation.

What happens if no threads are added into conversations?

The conversation can die if no one branches off.

How can 'random statements' help us in conversations?

They bring a sense of creativity and spontaneity.

What is conversational threading?

Using different topics as markers for new conversations you can branch off to.

Why is 'interview mode' not a good way of speaking to new people?

You aren't sharing information about yourself, so you build no connection.

Explain the meaning of a 'cold read' statement.

Making inferences about the person to stimulate further conversation.

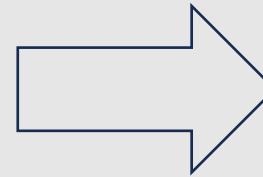


What other communication skills are important?

1. Read the information in your booklet on '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.

2. For each point, explain in your booklets why you think this is an important skill AND how you could apply it personally.

3. Analyse the short- and long-term benefits of you mastering this skill.



What other communication skills are important?

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2. For each point, explain in your book why you think this is an important skill AND how you could apply it personally.
3. For each point, analyse the short and long-term benefits of you mastering this skill.

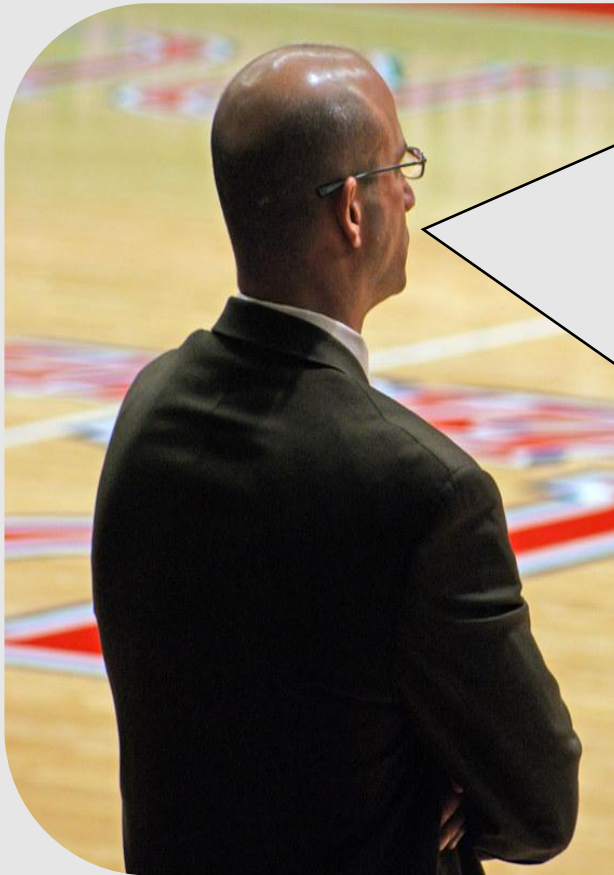
<p>Being a good listener: This can make the other person in the conversation feel more valued. It also allows you to respond more appropriately.</p>	
<p>Non-verbal communication: This is your body language. As discussed previously, this can indicate your levels of confidence and assertiveness and how relaxed you are. Eye contact is essential!</p>	
<p>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.</p>	
<p>Formal or informal: Get your tone right. You wouldn't speak to your manager saying 'aight 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.</p>	
<p>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.</p>	



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It took a lot of hard work and practice for me to improve my communication skills – trust me, the sports advice and team-building came naturally to me. How I spoke to people didn't. I used to prepare short speeches, about anything I was passionate about, then I'd get my family to listen to them and give honest feedback.

Mumbling was a habit, I had to learn how to announce. I keep a pen in my hand, it reminds me not to cover my face. Just a little trick that works for me! As for walking off – I imagine myself within a drawn circle on the floor now.

Robert, Basketball Coach



Do you think Robert has mastered communication skills now, or do you think this is something he is always being mindful of and trying to improve?

Task: As you watch the clip, add 5 more top tips for improving communication skills.

<https://www.youtube.com/watch?v=pJ7RgUCEd5M>

Reporting a Concern at Thornden School

- It is important to us that all of you feel safe, happy and belong at Thornden.
- We also know that sometimes it is not as easy as simply telling a member of staff
- It could be:
 - A friend you are worried about
 - Someone being unkind to you
 - Something you have heard and think we should know



How can you report anything you are worried about?

- Speak to a member of staff or parent / carer
- Visit the Well Being Den or Head of Year area
- On Satchel each week you will be sent a link to a form to share any worries you have
- On our school website homepage there is a 'Report a Concern' link.
- In the Student Bulletin there is a 'Report a Concern' link
- On all school desktops there is a 'Report a Concern' logo to click and report anything

Need Support? You're Not Alone



If anything in today's lesson has affected you, or you want to talk to someone, there is help available.

Mental Health & Low Mood

YoungMinds – <https://www.youngminds.org.uk>

Kooth – <https://www.kooth.com>

Mind – <https://www.mind.org.uk>

Talk to Someone

Your Tutor or Head of Year – We're here to help.

Wellbeing Team and School Nurse

Report a Concern on Satchel

Safeguarding Team with the Purple lanyards

Healthy Lifestyle

NHS Every Mind Matters – <https://www.nhs.uk/every-mind-matters>

Change4Life – <https://www.nhs.uk/change4life>

Apps That Can Help

Calm – For mindfulness and sleep.

Headspace – Meditation and stress relief.

Clear Fear – Manage anxiety (designed for young people).

MeeTwo – Anonymously talk to other teens, moderated by experts.

Eating Concerns

Beat Eating Disorders –

<https://www.beateatingdisorders.org.uk>

NHS Live Well – Eating Disorders –

<https://www.nhs.uk/mental-health/conditions/eating-disorders/>