

FACILITATOR CHEAT SHEET

Effective Communication

Split the group into two and tell them, they are to come up with ideas/tips of how to and how not to communicate, each group taking one of these. Use this sheet to help prompt the group if they need it.

Effective communication may involve:

- Tone of voice – calm/deep/quiet
- Eye contact – make contact
- Confidence
- Listening to other person
- Giving someone full concentration
- Touch – if gentle and appropriate
- Getting to their level - e.g. with a child, crouching down to see them
- Leaving room for silence/ reflection/other person to say something
- Body language - relaxed e.g. arms open, sitting back, smiling
- Using Open questions e.g. why do you think this option is best?
- Observing signs in the other – is this the right time to talk and for how long?
- Having a sense of what conversation is trying to achieve

Things not to do when communicating:

- Tone of voice – loud and angry
- Eye contact – avoiding
- Nervousness/passiveness
- Listening/talking over someone
- Being distracted, hurried or stressed
- Towering above or being threatening (e.g. getting too close to their personal space)
- Body language - crossed arms, looking cross, looking away, withdrawing
- Dead-end
- Talking for too long/not letting someone else get their say
- Interrupting/talking over
- Not responding to other person
- Going round in circles, repeating the same thing or blaming