

## FACILITATOR CHEAT SHEET

### Iceberg exercise

Show people the picture of the iceberg. Ask people:

- What does this picture make you feel?
- What does this picture make you think?

Then put the picture to one side and ask people how they would describe communication. What is communication?

Go back to the iceberg picture and ask people now what links they see between the picture and communication.

#### Prompts

- Communication is about a sender (the person sending the message), a message and a receiver (the person receiving the message);
- Communication works when both parties understand the same thing from the message;
- Communication is verbal and nonverbal;
- When we communicate some things are on the surface (the tip of the iceberg) and a lot of stuff is underneath;

Ask people what they think might be underneath.

#### Prompts

- Values
- Experience
- Education
- Priorities
- Class
- Culture
- Family influences