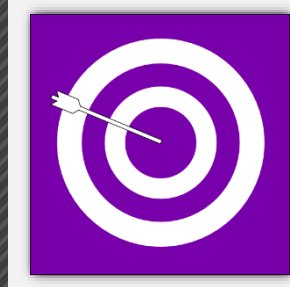


Living Life on Purpose

Mississippi Department of Human Services,
Independent Living Program

Southern Christian Services for Children and Youth,
P.R.E.P.A.R.E. Program

Communication Objectives

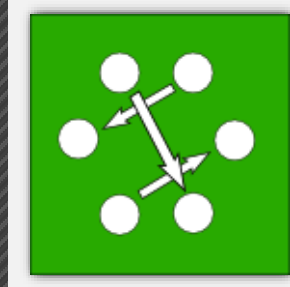


- Understand the basic elements of communication, including verbal and non-verbal communication
- Know and understand the importance of effective listening
- Can give and receive constructive feedback
- Can form effective questions
- Understand how to implement conflict resolution and anger management strategies

The Basic Elements of Communication

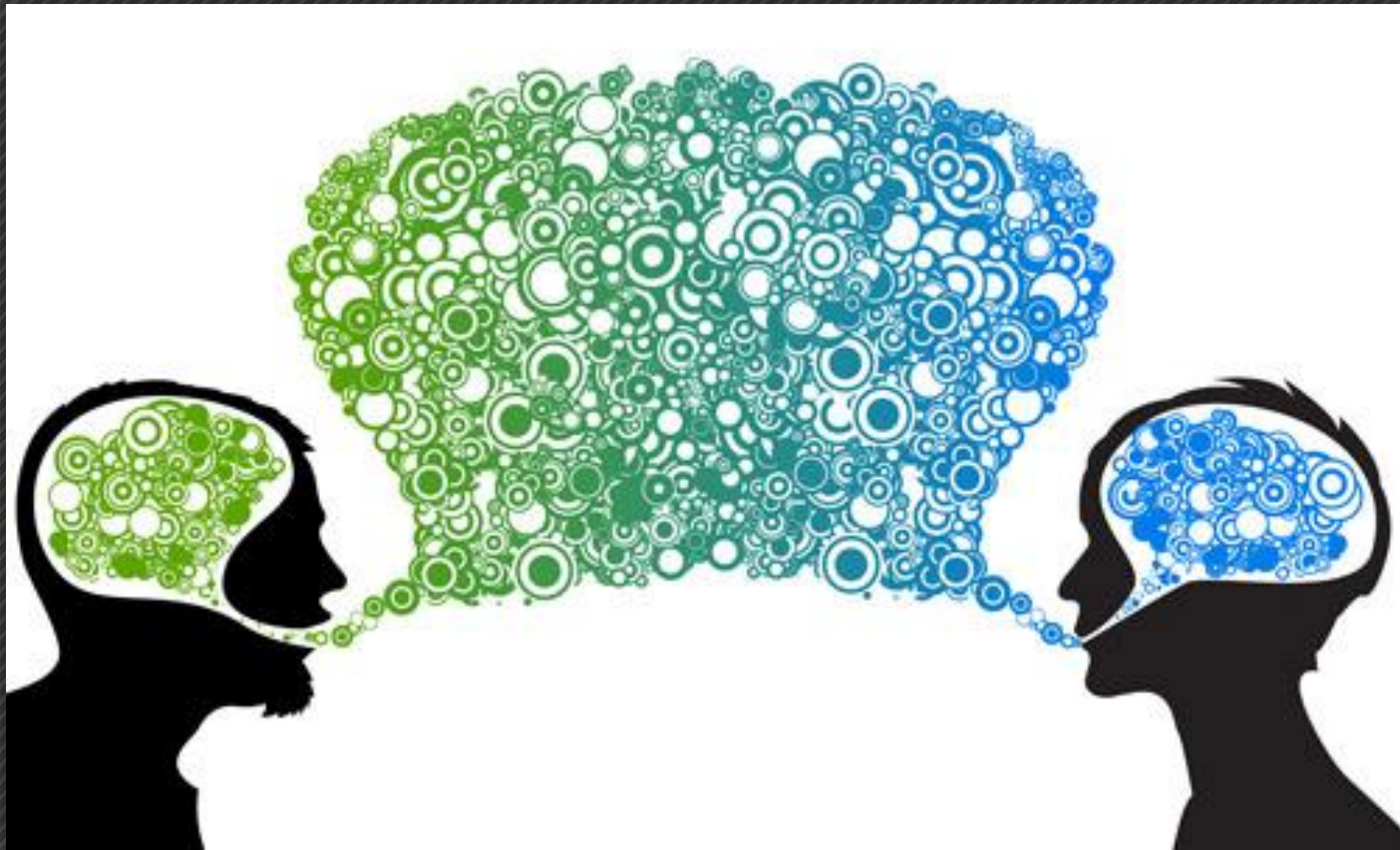
Communication

Birthday Ice Breaker

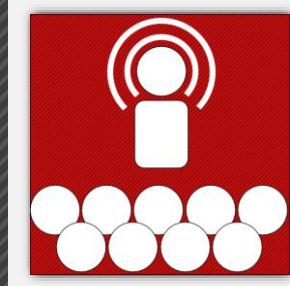


Your facilitator will ask you to line up by some particular standard. Pay close attention, and see whose group is the fastest!

Communicating Effectively



Get Your Message Across



SUBSTANCE

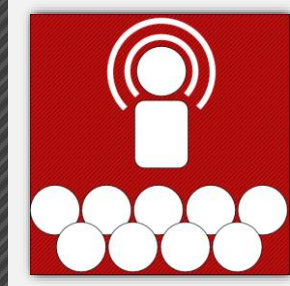
STYLE

FEEDBACK

Substance is what you're saying. This includes:

- Word Choice
 - Abstract vs. Concrete
 - Active vs. Passive
 - Informal vs. Formal
 - Figures of Speech
- Sentence Variety
 - Length
 - Opening

Get Your Message Across



SUBSTANCE

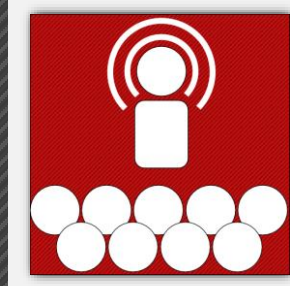
STYLE

FEEDBACK

Style is how you say it. This includes:

- Timing
- Medium
 - Verbal
 - Written
 - Body Language
- Point of View
- Audience Recognition
- Tone

Get Your Message Across



SUBSTANCE

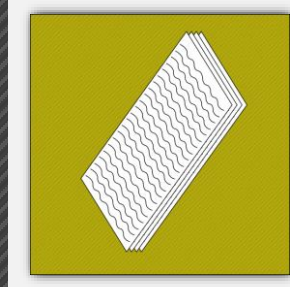
STYLE

FEEDBACK

Feedback is the response you get. This includes:

- Verbal Response
- Non-verbal Response
 - Gestures
 - Posture
 - Limb Positioning

Sign Language



Look at your handout, “Sign Language”. This is a method many people use to communicate.

Do you think signing is an example of substance or style?

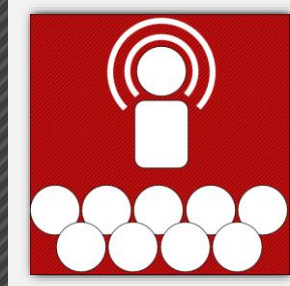
Barriers to Communication



When you speak to a man in a language he understands, it goes to his head. When you speak to a man in HIS language, it goes to his heart. - Nelson Mandela



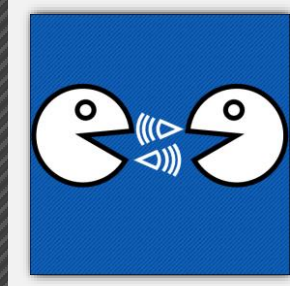
Introduction Techniques



1. Who's your audience?
 - a) Work, Social, or Family
 - b) Why does this matter?
2. First Impression
 - a) Be Positive
 - b) Be Open
 - c) Be Confident
3. Be Honest
4. Keep it Short
5. Be Intriguing



Practicing Introductions and Non-verbal Communication

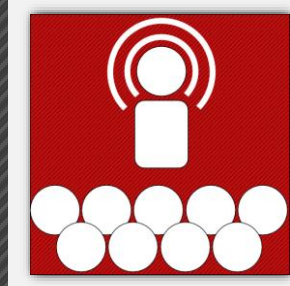


Partner 1: Introduce yourself, then tell them something they may not know about you.

Partner 2: Respond to these five things using non-verbal cues ONLY (body language, eye focus, facial expressions, etc.) See if your partner can guess your response.

What does it mean if your partner guesses your non-verbal cues incorrectly? Is this important?

Telephone Etiquette



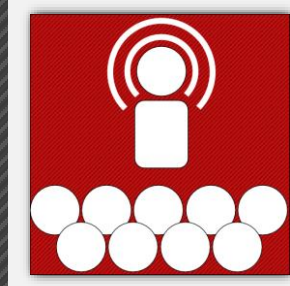
TELEPHONE

CELL PHONE

- Answer promptly and politely
- Listen without interrupting
- Use more formal language
- Never put anyone on hold without asking
- Identify yourself first
- Know why you called
- If wrong number, apologize
- If it's important, leave a message



Telephone Etiquette



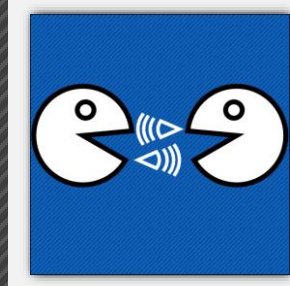
TELEPHONE

CELL PHONE

- Sometimes you need to mute your ringer
- Don't answer if you're engaged in other activities
- Pay attention to your surroundings
- Don't yell
- Know your own ringtone
- Don't have personal conversations in public
- Excuse yourself
- Don't ignore the people you are with



Telephone Etiquette



Turn to your partner and briefly tell them about the most annoying experience you've ever had on the phone.

Listening, Feedback, & Effective Questions

Communication

Questions



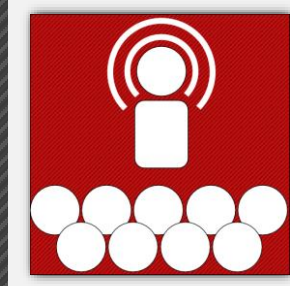
What is an open-ended question?

- Pros
 - Develop trust
 - Are less threatening
 - Allow free response
 - More useful information
- Cons
 - Time-consuming
 - Unnecessary information
 - More effortful

What is a closed-ended question?

- Pros
 - Quick
 - Little investment
- Cons
 - Incomplete response
 - Can be leading
 - Can be misleading
 - Discourages disclosure

Concepts of Effective Listening

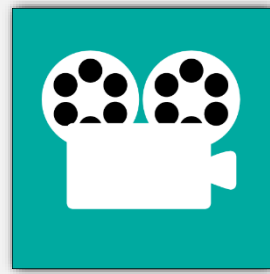


Listening Strategies:

- Face the speaker and maintain eye contact
- Keep an open mind
- Paraphrase what they are saying to yourself
- Don't interrupt or volunteer solutions
- Ask clarifying questions
- Look for non-verbal cues
- Provide asked-for feedback
- Be prepared to parrot the speaker
- Listen for the feelings of the speaker
- Use encouraging body language such as nodding and phrases such as “go on” or “o.k.” to encourage the speaker to continue



Lessons From Phil

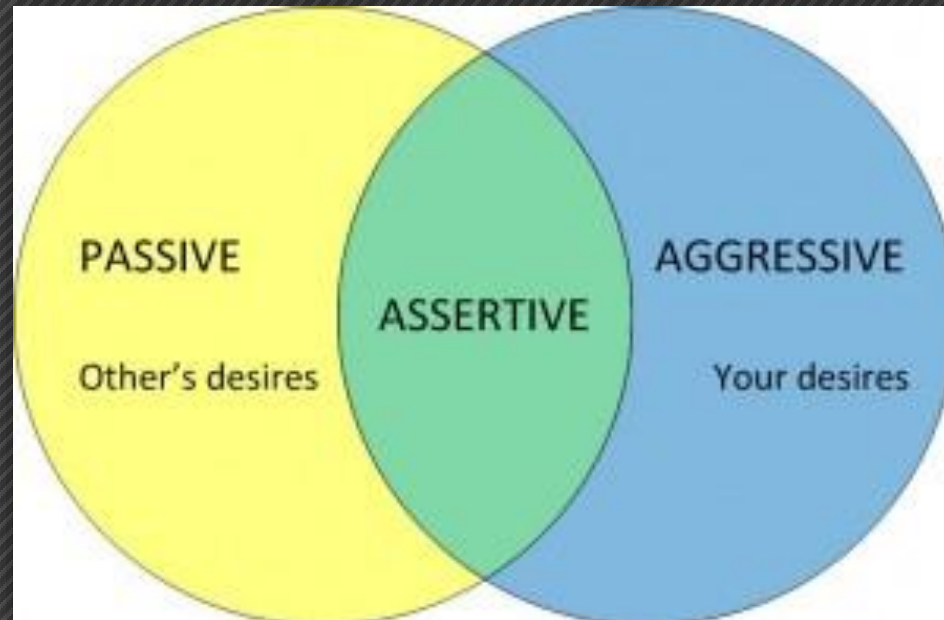


Communication Styles

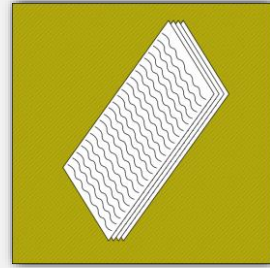


There are three main communication styles

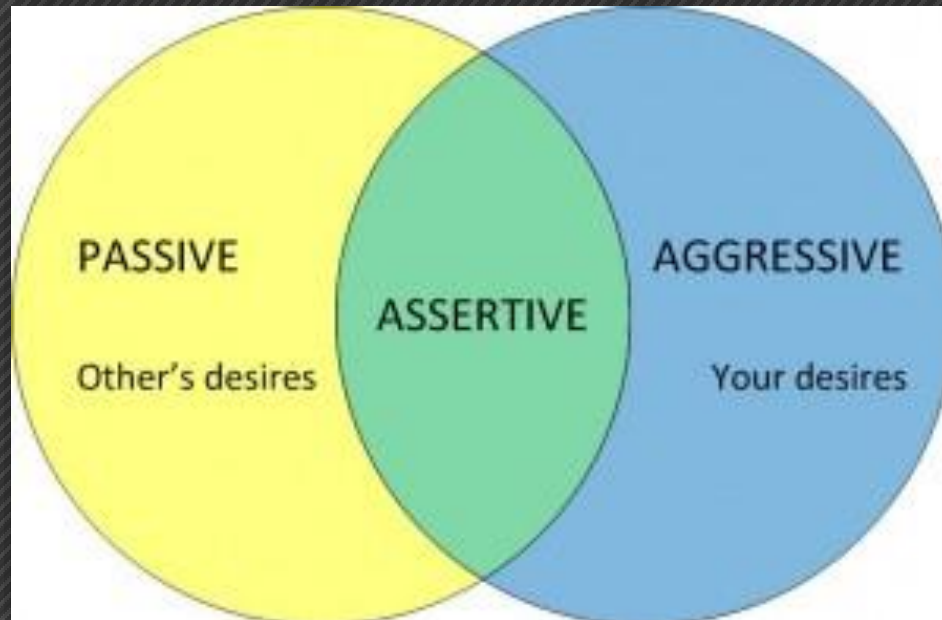
- Passive
- Aggressive
- Assertive



Communication Styles



On your handout “Communication Styles”, can you respond to the statements in an assertive way, without being passive or aggressive?



Conflict Resolution & Anger Management Strategies

Communication

Recognizing Anger and Conflict



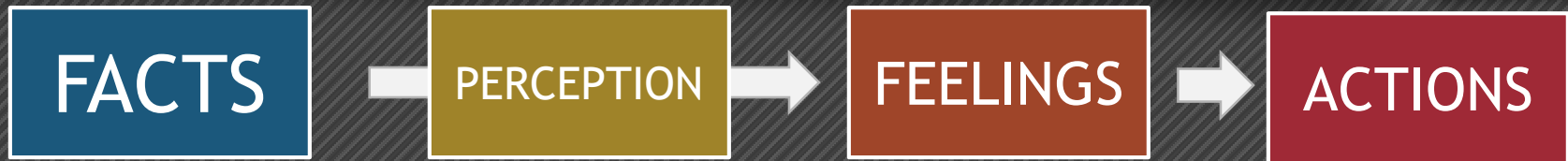
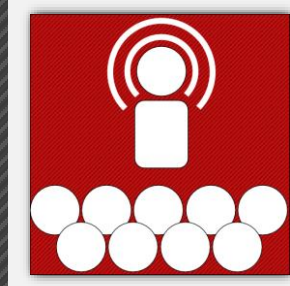
Physical

- Clenching your jaws or grinding your teeth
- Headache
- Stomach ache
- Increased and rapid heart rate
- Sweating, especially your palms
- Feeling hot in the neck/face
- Shaking or trembling
- Dizziness

Emotional

- Feel like you want to get away from the situation
- Irritated
- Sad or depressed
- Guilty
- Resentful
- Anxious
- Striking out verbally or physically

Conflict Resolution Strategies



- **S**hare your facts
- **T**ell your story
- **A**sk for others' stories
while you
- **T**alk tentatively
- **E**ncourage testing



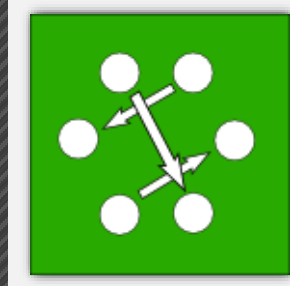
Anger Management Skills



What are some strategies you can use to not feel so angry?

1. Take a timeout
2. Express your anger once you're calm
3. Get some exercise
4. Think before you speak
5. Identify possible solutions
6. Stick with 'I' statements
7. Don't hold a grudge
8. Use humor to release tension
9. Practice relaxation skills
10. Know when to seek help

M&M Activity

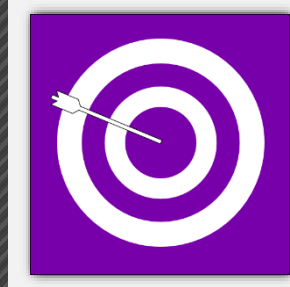


Don't eat your candy yet!

As you pull out M&M's share with your group based on the color you pull:

- Orange - Something that makes you angry
- Blue - Something you do to 'cool off'
- Green - A way to show self control
- Red - A time when it's hard to share self-control
- Brown - A bad choice you made when angry
- Yellow - A good choice you made when angry

Social Development Objectives

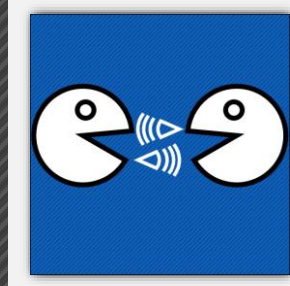


- Know and understand the concept of self-esteem
- Understand how behaviors influence social interactions
- Understand how to relax or take personal time in a healthy way

Self-Esteem

Social Development

My Characteristics



Turn to the person next to you and take turns telling each other your characteristics. These include things like:

- Likes/Dislikes
- Personality Characteristics
- Skills/Talents
- Cultural Characteristics
- Personal Choices
- Social Roles



Self-Esteem, -Awareness, & -Identity



How would you define self-esteem?

- confidence in one's own worth or abilities; self-respect

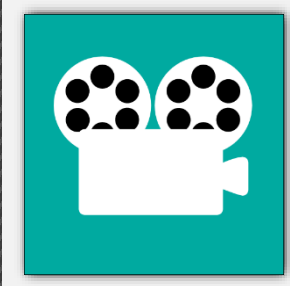
How would you define self-awareness?

- conscious knowledge of one's own character, feelings, motives, and desires

How would you define self-identity?

- the recognition of one's potential and qualities as an individual

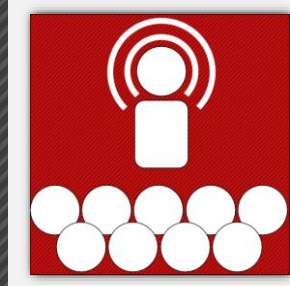
Promoting Positive Self-Image



Behaviors Affect Yourself and Others

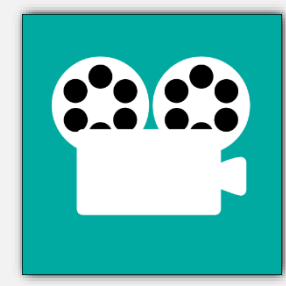
Social Development

Caring, Respectful, Responsible, and Honest

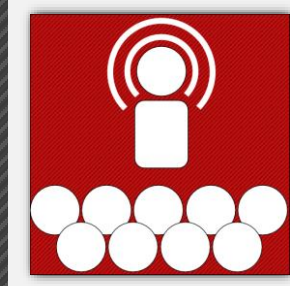


- Caring - displaying kindness and concern for others.
 - Uncaring - not displaying sympathy or concern for others.
- Respectful - showing regard or consideration for someone or something.
 - Disrespectful - lacking in respect or courtesy.
- Responsible - morally accountable for one's behavior, capable of being trusted.
 - Irresponsible - not showing a proper sense of responsibility.
- Honest - free of deceit and untruthfulness; sincere.
 - Dishonest - behaving or prone to behave in an untrustworthy or fraudulent way.

All Actions Have Consequences

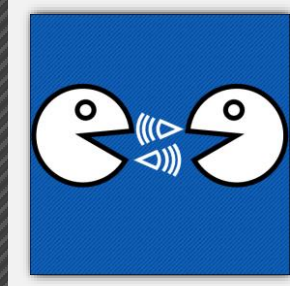


Building Character



1. Understand what character and integrity are.
2. Choose a set of rules, morals, or principles that you believe will lead to a happy, satisfying, and righteous life, and a better world.
3. Look at the choices you have made in your past, and observe how much you have or have not lived by those principles.
4. Decide what you must change in your behavior to align your life more closely to what you believe.
5. Be conscious every day of the decisions you make, however big or small, and how close they bring you to being the person you really want to become.

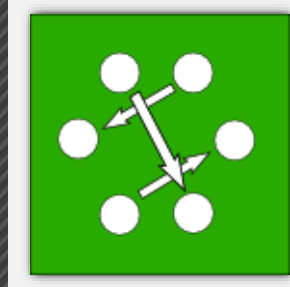
Building Character



Share with your neighbor one personal principle that you do currently uphold, or one that you would like to uphold.

Share how you either have been able to stand by this principle, or how you would plan to stand by this principle.

Sunshine Project



Color your name inside the sun, then pass your paper.

Write positive attributes about the person whose name is inside the sun.

Healthy Leisure Activities

Social Development

Healthy Extracurricular Activities



- How do you spend your spare time?

- Healthy Activities

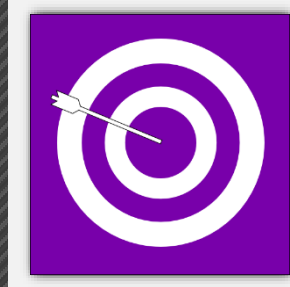
- Sports teams
- Exercise
- Community Clubs
- Civic Organizations
- Volunteering
- Religious Activities

- Resources

- Family
- Schools
- Library
- Park & Recreation
- Social Media
- Religious Organizations



Public Awareness and Outreach Objectives



- Know what public resources are.
- Know how to use publications to locate resources within your community
- Identify local community agencies
- Understand civic and community responsibilities

Identifying Resources in your community

Public Awareness and Outreach

Community Agencies

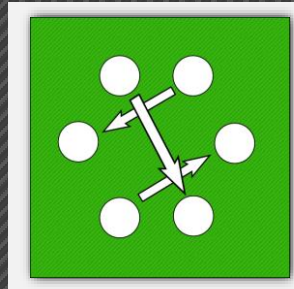


What services are available from a:

- Bank
- Police Station
- Post Office
- Library
- Health Department
- HUD
- Social Security Office
- Circuit Clerk
- WIN Job Center



Locating Community Resources



Places to look:

- Social Media
- Internet
- Newspaper
- Phonebook
- Mississippi 211

Amazing Race!

The presenter will begin calling out services that are available in most communities.

Using all available resources at your table, find a community agency that can help you.

When you find it, everyone at your table stand up!

Emergency! 911

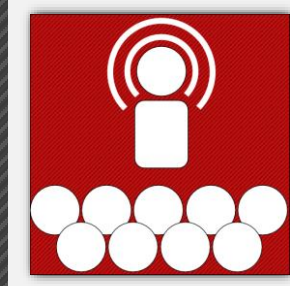


- What are some things that count as emergencies?
- What are some things that DO NOT count as emergencies.
- Utilizing 911
 - Calmly and clearly state what the emergency is and where you are located
 - Follow all instructions exactly as the operator tells you
 - Let the operator hang up first
 - When emergency teams arrive, get out of the way and answer all questions

Civic and Community responsibility

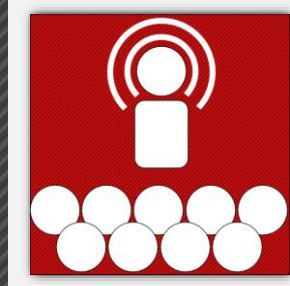
Public Awareness and Outreach

Voter Registration



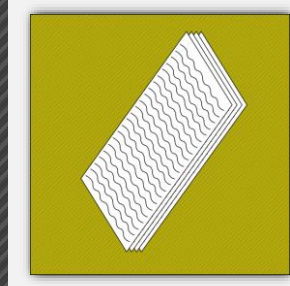
- You can register at age 18
- You must be a citizen of the United States of America
- You can register at registration drives or your county's Court Hours in the Circuit Clerks Office and online
- You can register to vote when you apply for your drivers license at age 18

Selective Service



- The selective service provides the Federal Government with a list of men from which to draw in case of a National Emergency that would require a rapid expansion of our Armed Forces.
- All males must register with the selective service within 30 days of their 18th birthday.
- To register you must have your Social Security Card or Social Security number to register.
- The Selective Service will accept late registration but not after a male has reached the age of 26.
- You can register at any U.S. Post office or online.
- Failure to register can result in jail time and financial fines up to 250,000.00. You will also be denied the right to receive federal student aid, federal employment, voting privileges and US citizenship.

Volunteerism



- Where can you volunteer?
 - Soup Kitchen
 - Humane society
 - Local Nursing Homes

On your handout “Volunteerism”, write down your ideas about three problems that can be solved in your school, neighborhood, or community. Why not volunteer for an organization working to meet that need?

Civic Organizations



Examples of civic organizations

- ASPCA
- Big Brothers, Big Sisters of America
- Habitat for Humanity
- March of Dimes
- YMCA
- United Way
- American Red Cross
- Salvation Army

