

AN INNOVATIVE
OUTREACH
PROGRAMME TO
EQUIP ADULTS WITH
DISSABILITIES WITH
KEY COMPETENCES
(SOCIAL
ENTREPRENEURIAL
AND DIGITAL)



ENTRE4ALL COMMUNITY SUPPORT CENTRES

Project number: 2019-1-SI01-KA204-060426

O2. ENTRE4ALL back pack: Educational - learning guide for setting up digital social entrepreneurship hubs

O2.1. Teaching and learning material based on the social activation approach

TEMPLATE: Training Techniques and handouts for adult educators/trainers

Partner: Emphasys

Date: 27/08/2020

Module 4. Social Skills	
Activity Number	M4-T1- A1
Topic	Communication with Others
Learning Outcomes	<p><u>Basic (A): Referring to EQF level 3-4</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • To understand verbal and non-verbal communication <p><u>Skills</u></p> <ul style="list-style-type: none"> • To define verbal and non-verbal communication <p><u>Competence</u></p> <ul style="list-style-type: none"> • To present a verbal and non-verbal communication technique
Learning approach	<input type="checkbox"/> Blended-learning opportunities <input checked="" type="checkbox"/> F2F training <input type="checkbox"/> Individual e-learning <input checked="" type="checkbox"/> Open-distance learning <input type="checkbox"/> Work-based learning <input type="checkbox"/> Community work <input type="checkbox"/> other (please specify)
Training Technique	Verbal and Non-Verbal Communication
Duration	85 minutes
Facility/ Equipment	Classroom, Internet access, computer, projector, white board, chairs, tables
Participants will need:	NA
Attached worksheets	B.1-1 Verbal and non-verbal Communication B.1-2 Divide each story into verbal or non-verbal categories
Main Tasks / Procedure	<p>Task 1: e.g. Adjust the lecture according to individual needs and place them in small groups. Start the lesson with a video – Εκπαίδευση στη Μη Λεκτική Επικοινωνία (1 min) Discussion Questions for the Video: (20 mins) What is communication? What is non-verbal communication? How can we communicate? (verbal and non-verbal communication)</p> <p>Task 2</p>

	<p><i>The teacher explains to the students what is verbal and non-verbal communication bringing in mind the definitions below. Following reading aloud the definitions, the teacher and the students discuss the terms.</i></p> <p><i>Worksheet 1: What is Verbal and Non-Verbal Communication (15 mins)</i></p> <p><i>Ask them questions: (15 mins)</i></p> <ul style="list-style-type: none"> • <i>What does verbal communication mean?</i> • <i>What does non-verbal communication mean?</i> • <i>What does it consist of?</i> <p><i>Group work: Show the YouTube video below:</i> <u>Non-Verbal Communication - Mr. Bean</u></p> <p><i>Ask the students to find where does non-verbal communication is used.</i></p> <p>Task 3 <i>Worksheet 2:</i> <i>The teacher provides to each student a flashcard with VERBAL or NON-VERBAL. The teacher reads aloud a scenario and asks the following question:</i></p> <ul style="list-style-type: none"> • <i>Do they use verbal or non-verbal communication?</i> <p><i>The student needs to raise the flashcard that thinks is the most appropriate.</i></p> <p><i>(25 mins)</i></p> <p>Wrap It Up (5 minutes)</p>
<p>Useful Resources referenced to DATABANK (IO2-A2)</p>	<p><u>Εκπαίδευση στη Μη Λεκτική Επικοινωνία</u> <u>Non-Verbal Communication - Mr. Bean</u></p>
<p>Tips</p>	<p><u>EQF Levels 5 & 6</u> <u>Learning Outcomes:</u></p> <ul style="list-style-type: none"> • <u>To compare verbal and nonverbal communication</u> <p>In the beginning of the seminar, the teacher will ask students to be divided into groups consisted of 2 people. Each group will need to demonstrate a verbal or nonverbal communication based on a given scenario e.g. 'You are a customer and go to visit the fitting rooms to try a new item, the person there will give you a number and show you the room available'. A discussion will be followed. The students will be given a Worksheet which will include scenarios and will need to match each scenario with the appropriate category 'Verbal and Nonverbal'.</p> <p><u>EQF Levels 7 & 8:</u> <u>Learning Outcomes:</u></p> <ul style="list-style-type: none"> • To distinguish verbal and nonverbal communication • To adapt an efficient verbal and non-verbal communication technique

	<p>For this level the teacher will begin by asking questions to the students e.g. 'What is verbal communication?', 'What is nonverbal communication?', 'What is the difference?'. Then the educator can hand out a Worksheet which includes a written scenario and each student will need to construct verbal and nonverbal communication technique to communicate his message. The rest of the students will be asked about the message of the speaker and correct his/her communication technique if necessary.</p>
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Worksheet 1

B.1-1 Verbal and Non-Verbal Communication

Introduction to Verbal Communication:

Terms



Verbal Communication: Communication with the use of words or language

Elements of Verbal Communication:

- Organise your thoughts
- Use appropriate language to state your argument
- Show respect and empathy
- Be on point to convey a message



Non-Verbal Communication: Communication without the use of words

Elements of non-verbal communication:

- Paralinguistics: The tone of voice, loudness and pitch are considered separate from the actual language. This is because tone of voice and rate of volume can alternate the meaning of the sentence.
- Facial expressions
- Eye contact
- Gestures
- Body language and posturing
- Smiling

Worksheet 2

B.1-2 Divide each story into verbal or non-verbal categories



The stories can be found below:

1. Gina goes in the shop to buy a T-shirt. After she picks up a red shirt, she asks the cashier 'What is the price of this T-shirt?'. The cashier replies '25 Euros'.
2. You are held up by your own work and are late for a meeting led by a coworker. Your coworker has already started presenting when you arrive. Once you entered the meeting room, you use a sort of wave and raise your hand, nodding your face. You sit down and stay for the meeting.
3. You are coordinating a team and members have emailed you their contribution to the work. You don't provide any response.
4. Aleksandra checks if her manager is available for a meeting. She asks 'Do you have a minute? I want to talk to you about the orders'.
5. A new client entered your shop and bought one of your products. You smile at them.
6. Ellen asks her friend how she is doing and her friends responds really quiet using a cold tone of voice 'I'm fine'.
7. Ross goes to the coffee shop and orders one small cappuccino. The waiter held up the index finger and looked down to mean 'wait one minute please'.