

Agora

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Communication skills - workshop for students

This workshop is designed for students and adjusted for different ages. Students explore keystones of effective communication: meaningful feedback, active listening, respectful disagreement and assertiveness. They are engaged in conversations that integrate their current learning, and are invited to reflect upon and solve their **real-life communication challenges**.

Workshop objectives

- To explore the notion of **meaningful feedback**
- To understand what it means to **listen actively**
- To be able to **respectfully disagree**
- To explore the importance of **assertiveness**

Resources and supplies

- Reflection on Active Listening worksheet,
- Respectful disagreement worksheets (sorting and finding similarities),
- Disagreement cards (hypothetical scenarios)
- Big classroom,
- Projector with speakers,
- Students should bring pencil cases with colors

Skills

In this workshop session, students will have the opportunity to:

- reflect
- identify, sort
- communicate
- create and brainstorm
- explore the ideas and hypothetical scenarios

Assessment

- peer communication
- response to video
- worksheets
- non-verbal communication



Flow of activities and learning engagements

Welcome and introduction to the objectives – 1 min.

Students will quickly share their idea of a meaningful feedback – 3 min.

Activity 1: Watching “Austin’s Butterfly” and discussing techniques used by the students in the video – 10 min.

Activity 2: Watching “Praise – Question – Suggestion” video – 3 min.

Activity 3: Drawing the human brain and simulating the same feedback techniques as in the video – 10 min.

Activity 4: Students will quickly tune into the notion of “Active Listening” by answering what it means to them and filling the worksheet about it. – 5 min.

Introducing Active Listening diagram – 5 min.

Activity 5: Practicing the active listening techniques in pairs – One person tells an important story to the other and the other shows active listening with the help of the diagram. – 5 min.

Activity 6: Tuning into respectful disagreements with 2 worksheets - (a) Cut and paste and (b) finding similarities, (c) quick summary – 15 min.

Activity 7: Respectful disagreement cards practice – 5 min.

Activity 8: Body language and assertiveness – students practice same verbal expression with a different non-verbal message – 5 min.

Thanks and closing the workshop – 1 min.

Sneak peek into the resources

Active listening

Activity 5: One person tells an important story to the other and the other shows active listening with the help of the diagram. – **5 min.**

What do these phrases have in common?

- I see what you're saying but I think...
 - I respect your point but from my perspective (or but in my opinion)...
 - I take your point but that isn't the way I see it; instead, I think that...
 - True, that is a fair point, but I have to say I disagree...
 - I understand where you are coming from but...
 - There is some truth to what you're saying but don't you think that...
 - I'm sorry but I have to disagree with you on...
 - I'm not sure I agree with you on...
 - I don't think you and I have the same opinion on this issue.
 - I'm afraid I disagree.
 - I'm sorry but I don't agree.
 - I don't see it that way.
 - I'm sorry but I disagree with you on this.
 - I respectfully disagree.
 - I have a completely different opinion on that.
-
-

What do these phrases have in common?

- Instead, I think we should/could...
- My suggestion would be to...
- An alternative solution might be...
- I would recommend that we...
- How about we...
- What do you think about _____ instead?
- If you ask me, I think we should...

Sneak peek into the resources

Respectful disagreement

3. Non-verbal communication:

- eye contact
- facial expression
- posture
- voice and tone

Activity: read the sentence using different aspects of non-verbal communication –

- To show respect
- Without reference to respect.



2. Use respectful phrases

Activity – 10 min.

UKS2 VSPs It's OK to Disagree Opinions Scenarios

Daniella and Yumiko are talking about their favourite football teams.

Aston Villa are the worst team. No one supports them anymore.

I support Aston Villa.

A line drawing of two girls, Daniella and Yumiko, talking. Daniella is on the left and Yumiko is on the right. They are both looking at each other. There are two speech bubbles: one from Daniella saying "Aston Villa are the worst team. No one supports them anymore." and one from Yumiko saying "I support Aston Villa."

UKS2 VSPs It's OK to Disagree Opinions Scenarios

Ben and Kai are discussing their favourite television programme.

I love watching Power Rangers. That is my favourite programme.

Power Rangers is for little kids. No one our age watches stuff like that anymore. Grow up!

A line drawing of two boys, Ben and Kai, talking. Ben is on the left and Kai is on the right. They are both looking at each other. There are two speech bubbles: one from Ben saying "I love watching Power Rangers. That is my favourite programme." and one from Kai saying "Power Rangers is for little kids. No one our age watches stuff like that anymore. Grow up!"

UKS2 VSPs It's OK to Disagree Opinions Scenarios

Paul and Sue-Ling are talking about their birthday parties.

I am going to have a swimming pool party for my birthday.

Everyone hates going to pool parties. They are so rubbish.

A line drawing of a boy (Paul) and a girl (Sue-Ling) talking. Paul is on the left and Sue-Ling is on the right. They are both looking at each other. There are two speech bubbles: one from Paul saying "I am going to have a swimming pool party for my birthday." and one from Sue-Ling saying "Everyone hates going to pool parties. They are so rubbish."

UKS2 VSPs It's OK to Disagree Opinions Scenarios

Frankie and Clarissa are talking about their favourite subject in school.

My favourite subject is maths. I love solving problems and working through loads of questions.

Only strange people like doing maths. Maths is for nerds! PE is clearly the best subject.

A line drawing of a boy (Frankie) and a girl (Clarissa) talking. Frankie is on the left and Clarissa is on the right. They are both looking at each other. There are two speech bubbles: one from Frankie saying "My favourite subject is maths. I love solving problems and working through loads of questions." and one from Clarissa saying "Only strange people like doing maths. Maths is for nerds! PE is clearly the best subject."