Description
Effective communication is the basis of any successful team or organization. Young people should be able to communicate with confidence, poise and respect in any situation.

Objectives
- Define various types of communication
- Understand basic personality types and effective communication techniques to use with each type
- Recognize individual strengths and assets
- Experience active listening to increase empathy and understanding of others

Facilitator Script
Communication is the exchange of information between two or more people – a sender and a receiver. Most often, individuals take turns being the sender and receiver.

Communication can be verbal or nonverbal. Verbal communication occurs when words are exchanged (speaking or writing). Nonverbal communication occurs when expressions, gestures and body language are used to send the message. Posture and personal space or distance are other examples of nonverbal communication methods.

The breakdown of a communicated message is 10 percent actual verbal message, 40 percent tone and 50 percent body language.

Listening is an important facet of communication. You can be listening activity where you maintain eye contact and provide a response back to the speaker, or you can be listening passively where you hear what is being said but you are not really concentrating on the conversation.

We will begin this session with an icebreaker that will help you think about effective communication through verbal descriptions (talking) and listening to others.

Total time with all suggested activities:
2½ hours

Activities

M&M’s Icebreaker Activity
Time: 15 minutes

Supplies Needed
- M&M’s – small individual package for each participant

Facilitator: Write the list below on the chalkboard, whiteboard or a flip chart. Ask students to share the following information in small groups or to the larger group based on the colors of M&M’s in their individual package.

Red — Something you did this summer
Yellow — One thing you hope to learn today
Blue — Dream job(s)
Green — Something interesting about you or your family
Orange — Hobbies or favorite things to do
Brown — One goal for this year

Real Colors Activity
Time: 1½ hours

Supplies Needed
- Real Colors must be presented by a certified Real Colors trainer. Please contact a local NDSU Extension agent to assist with this presentation (a list of trainers is included). Trainers will order materials and bring them to the session for each participant. Real Colors booklets are $12 each. The trainer will provide the additional supplies needed: pencils/pens; flip chart; markers

By using Real Colors, participants can identify their own temperament and that of their peers and family quickly. It also provides a new and better understanding of ways to communicate and relate to other temperament styles.
Effective Communication Overview

Wright Family Activity

Time: 15 minutes

Supplies Needed
- The Wright Family Story (included) and one button, playing card or some other small item for each person in the group.

Effective communication involves many verbal and nonverbal cues. This activity will show the importance of active listening as a communication technique.

See the Wright Family Icebreaker handout for explanation of activity, the story and discussion ideas.

References

Board Leadership Series (2016). Kansas State University Extension Service
