

Volunteer Training Effective Communication Outline for Facilitator

Outline developed by Public Science Collaborative, Content based on CCAR recording - May 2023

Facilitator Preparation

- Slide show of topics
- Handout of the slides for each participant - pass out the handout as participants come into class

Introductions

Facilitator: Cover briefly what the class is and who you are. Ask each person in the class to introduce themselves.

- Suggestion: ask them to state their name and then say one thing about themselves, such as why they are in the class, or what they are hoping to learn.

Agenda

Facilitator: Share the agenda for the class

- What topics will be covered
- Activities and goals for the class

Working Agreements

Facilitator: Go over what the ground rules or working agreements are for the class and ask everyone to agree to the ground rules.

Examples:

- Only one person talks at a time
- Stay focused on the topic but remain open and curious about new information and other people's thoughts and ideas
- Be respectful of other's thoughts and experiences, even if you don't agree
- Maintain confidentiality of what is said, it is ok to share an idea you liked but not where it came from.
- STRETCH - if someone is comfortable sharing a lot, then stretch yourself to not share, or if you are not comfortable sharing, then stretch yourself and share more. The goal is to have everyone participate in the discussion.
- OUCH - if something offends you personally, then respectfully let the group know, and we will work to unpack the issue or pivot away from it as needed.
- ELMO- enough, let's move on. Keep people focused on the topic and brings people back to the topic.

Begin Class Topics

Facilitator: CCAR Effective Communication Training is divided into skill sets. As you work through each one, ask/call on participants to read the slides out loud. Ask participants to share what they think the slide means or is referencing before you explain it. Fill in missing information or provide correct information if the participants do not cover all the material. This is an engagement and communication strategy to help them learn the material while staying involved. The participants will have more ownership and connect with the material if they actively participate in the instruction.

Class Topics and Activities:

Define what effective communication is

- Discuss how communication affects relationships
- Discuss as a group what behaviors hinder effective communication

Activity: Have participants make a list of relationships in their lives and identify which are hardest for them to communicate effectively. Have them try to identify why it is hard. This does not have to be shared out loud at this time but should be used throughout the class by the participants to help them respond to questions later.

Communication styles

- Self-awareness
- Active Listening and ways to be an engaged listener

Activity: Ask each participant to share what their communication style is and if they think it is effective or when it is not effective.

Nonverbal Communication

- Body language and emotions
- Stress checks

Activity: In pairs, have participants discuss a situation when they were communicating with someone else, and they had a stress reaction that caused them to react negatively. How would they have handled the situation differently today with more effective communication skills?

Give 5 minutes for discussion, then have the participants share with the large group what was discussed.

Direct and Assertive Communication

- Being clear and direct boosts self-esteem and decision-making skills
- Assertive does not mean aggressive or hostile

Conflict Resolution

- An important Recovery Coaching skill is to maintain a level of calm to control the interactions during difficult conversations.
- Be self-aware of your own reactions to know if you are reacting negatively and find ways to alleviate that stress or negative emotions
- Summarize your response and then stop talking, even if it means there is silence in the room. Do not continue the conflict.

Compromise

- The needs of all the people involved are important. The needs of one person do not supersede the needs of others.

Review tips to effectively communicate

- Express thoughts in a positive way

- Receive feedback from others positively
- Accept compliments graciously
- Learn to say “no.” Know your limits and express them.
- Be self-aware of your own communication style and ways you might be hindering effective communication.

Facilitator: Close the class by thanking everyone for participating. Invite participants to stay and ask any additional questions.