

STUDENTS' HANDOUT

Understanding 'communication'

Lesson 1

Prepared by

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Lesson Objectives:

Cognitive: — Define effective communication
— Explain the elements of the communication process, the best communication approach (transaction), and internal and external barriers.

Affective: — Describe the value of effective communication and its various elements.

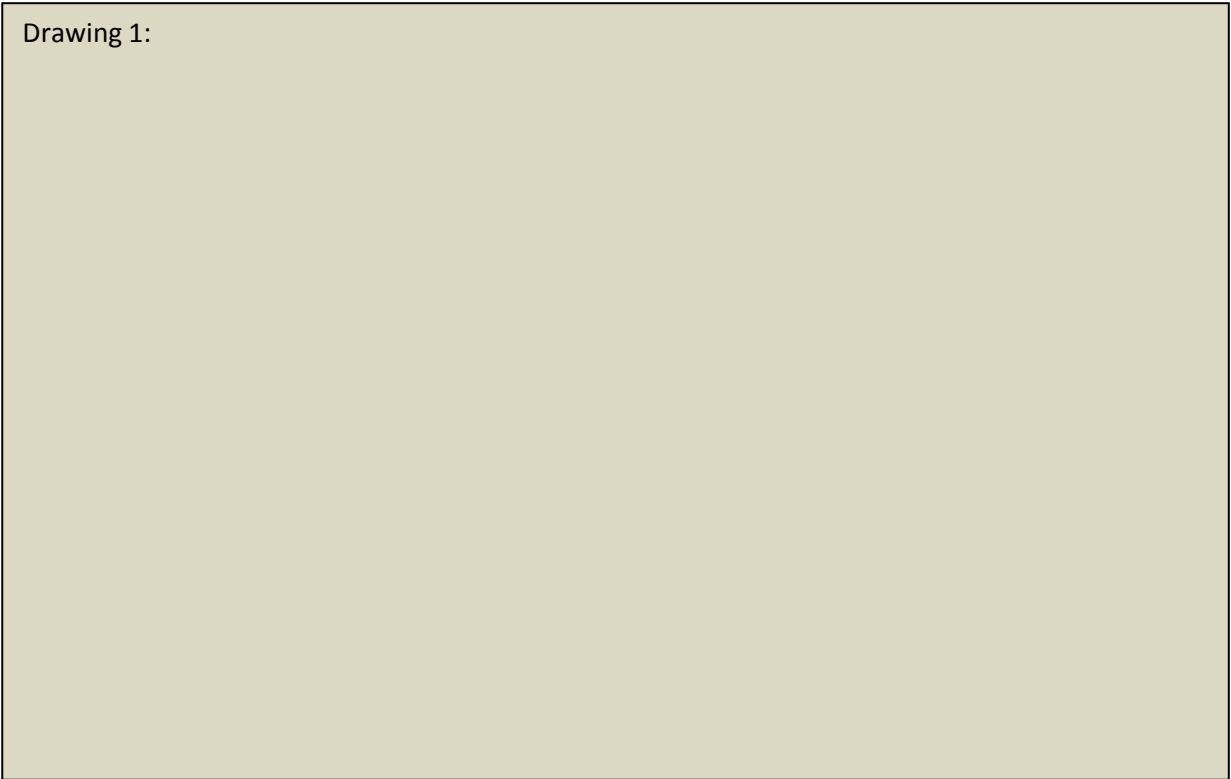
Activity2:

Listening Questionnaire

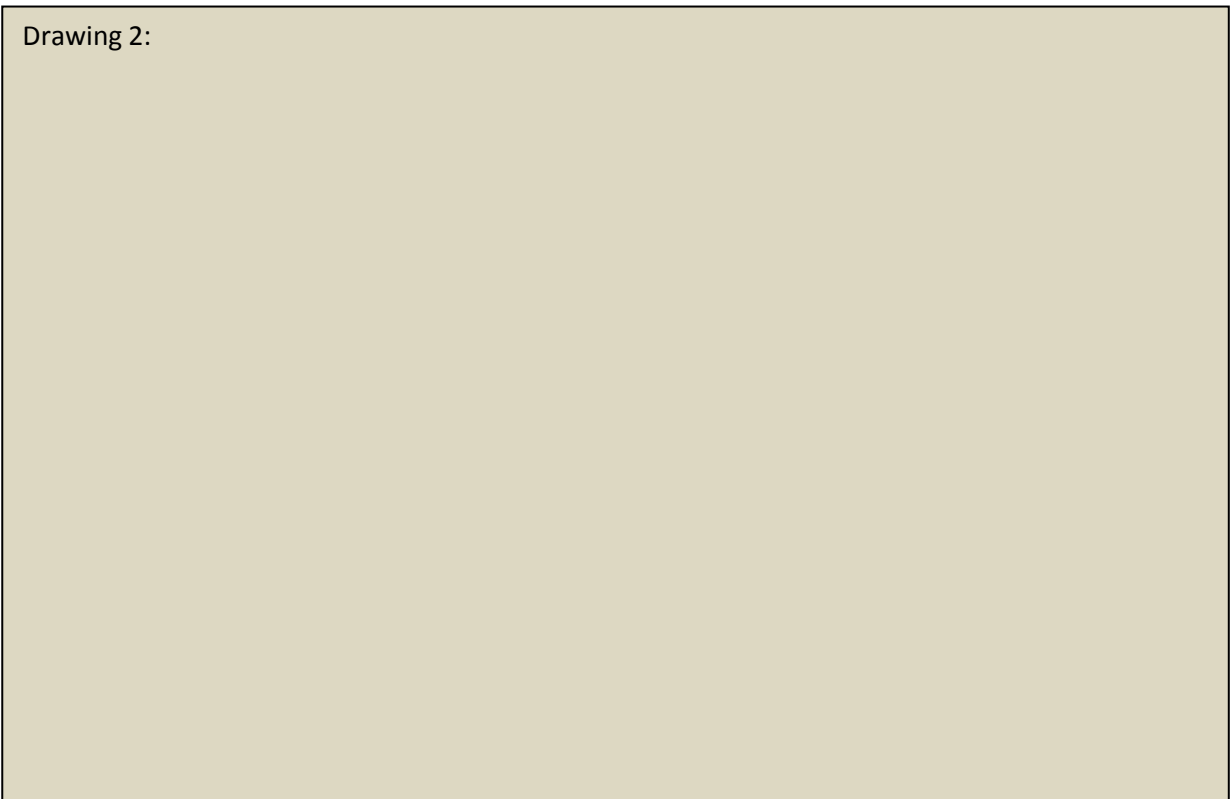
When listening to another person, I...	Always (1 pt.)	Usually (2 pts.)	Often (3 pts.)	Rarely (4 pts.)	Never (5 pts.)
Get distracted					
Listen only to facts					
Interrupt					
Assume the other person already knows					
Prejudge					
Tune out					
Ignore nonverbal clues					
Total	+	+	+	+	+

Activity 3: Listen and draw the diagram here.

Drawing 1:



Drawing 2:



Drawing 3:

