

Communicating

Materials Needed:

- Flip chart and easel
- Marking pens
- Handout: "The Rumor Mill" (one per patrol)
- Envelope marked "X" (disinfectant)
- Envelope marked "Y" (perfume)

Preparation:

Sit by patrols with patrol leader at one end and Asst. patrol leader at the other. Warm up group with action song

Presentation

Communicating or getting and giving information
Will demonstrate what happens if not done properly
Call PL's forward and hand them a folded copy of "Rumor Mill" with instructions not to open until told to do so. Have them return to patrols.

Explain each has some really juicy news. He will be allowed to read it one or more time and when he has it in his mind he is to fold the paper and put it in his pocket.

Whispers message from scout to scout until it gets to APL. Goal to get it there accurately
Ask APL's to stand and recite the message as they received it. Finish by having one PL read the message.

ON Flip Chart

Ask: "What happened?" Why didn't it get through correctly?

Aim for responses:

- Could've passed written message, but were told not to
- Each one could've written the message
- Each could've repeated the message back to confirm info
- Each scout could've taken notes
- PL could've read the message out loud, but were told not to

Make point that each time information is passed along there is loss of accuracy

ON Flip Chart

Receiving (Getting)

Ask: What are way's we receive information

Aim for:

- Hearing
- Seeing
- Feeling
- Tasting
- Smelling

Pass around the two scented envelopes

Which one would you like to know better?

What does the scent of the letter tell you?

Ask group to look around carefully?

What messages are you receiving?

What do your eyes tell you?

Ask for input on what group saw and heard?

Demonstrate body language(frown, grin, aggression, shy)

Ask them to feel fabric, wood etc around them.

ON Flip Chart

Retrieving (Recalling)

Ask a scout for Scoutmaster's name? Ask a scout about orientation trail? Have other's fill in the gaps

Make point we need retrieval system

Aim for: Memorizing-Does it work?(probably)

Memory joggers

String around finger

Association(same name as my uncle)

Rhymes(30 days has Sept...)

Abbreviations(KISMIF)

Repeating

Note Taking—the best retrieval system

Reference "Notes and how to keep them" in their notebook

Giving Information

Ask: "What are some ways we give information?"

Aim for: Use five senses

Speak clearly

Write clearly

Use visuals/handouts

Make eye contact

Use feedback.

Ask questions that cannot be answered Yes/No

Summarize

ON Flip Chart

Interpretation (Filtering)

Ask “ What causes lack of communication?”

Aim for: Motivation(didn't think info was important)
 Conflict (2 messages didn't agree)
 Experience (or prejudice may cause you to not accept)
 Distractions
 Attitude (think you know it all)

SUMMARY

Communicating is one of the most important skills

 Not only what but how you communicate

People learn 11% by listening

 83% by seeing

People remember 20% of what they hear

 50% of what they hear and see

Use flip charts so they can hear and see

Will need good retrieval system for info of the next 7 days

TAKE GOOD NOTES

Follow up with NCR Forms

APPLICATION

After short break will have a model PLC Meeting to see

Communicating at work

Turn troop over to SPL