

Maroon Outdoor Education Centre

Communication

Core Learning



The following knowledge and skills should be taught in any program that focuses on **Communication**:

Be a good listener

- look at the speaker
- give the speaker your full attention
- allow the speaker to finish
- ask the speaker more questions if you need more information

Be a good speaker

- talk clearly and loud enough to be heard
- look at your audience
- don't talk too quickly
- make your point succinctly

Good communicators are assertive, empathetic, supportive, reassuring, encouraging positive, patient and cool.

Have empathy

- listen to understand
- be active with your listening i.e. use body language to show your interest, use supportive and reassuring words (that's amazing, how cool etc)
- avoid being defensive and judgemental in your listening
- if uptight and defensive come back to discussion when cooled down

Be assertive

- describe the situation and how it affects you i.e. what are the facts?
- say how you feel i.e. happy, sad etc
- say what you need i.e. describe the action you need to see and seek a commitment that it will happen