

# How I Communicate in Different Places



# How I Communicate in Different Places

## Workbook titles in this series include:

My Dream Career

Examining My Online Identity and Digital Media Use

**How I Communicate in Different Places**

My Role Models



**Literacy Link South Central**

**Email:** [literacylink@bellnet.ca](mailto:literacylink@bellnet.ca)

**Phone:** 519-681-7307

**Web:** [www.llsc.on.ca](http://www.llsc.on.ca)

This resource can be downloaded free of charge at [www.llsc.on.ca](http://www.llsc.on.ca). Organizations are encouraged to copy this resource; however, reproducing this resource for a profit is prohibited.

All websites links were accurate at the time of printing- March 2013.

**EMPLOYMENT  
ONTARIO**

This *Employment Ontario* project was funded by the Ontario government.

2013



# How I Communicate in Different Places



## Learner Snapshot





In this module, you will

- think and talk about how you communicate in different places
- learn about how different generations communicate
- discuss ways to become a more effective communicator

There are nine activities and four sections in this module. As you work through the activities, the progress bar will tell you how far you have come. You can check off each activity as you complete it on the chart on page 4.



# How I Communicate in Different Places Progress Badges

	<p><b>Overview and Introduction to How I Communicate in Different Places</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Activity #1</li><li><input type="checkbox"/> Activity #2</li></ul>
	<p><b>Understanding the Differences Between the Generations</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Activity #3</li><li><input type="checkbox"/> Activity #4</li></ul>
	<p><b>What Is Effective Communication?</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Activity #5</li><li><input type="checkbox"/> Activity #6</li><li><input type="checkbox"/> Activity #7</li><li><input type="checkbox"/> Activity #8</li></ul>
	<p><b>Wrap-Up</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> <b>Learner Self-Reflection</b></li><li><input type="checkbox"/> <b>Activity #9</b></li></ul>



# Self-assessment

Before I do this module,  
my skills are

After I finished this  
module, my skills  
were better

Skills	Before I do this module, my skills are			After I finished this module, my skills were better	
	Good	Average	Needing Improvement	Yes	No
I can read a paragraph, letter or email that is a few paragraphs long to find information					
I can read a flyer or brochure to find information					
I can read a story or chapter in a textbook to find information					
I can understand information when I watch a video or presentation					

Before I do this module,  
my skills are

After I finished this  
module, my skills  
were better

Skills	Before I do this module, my skills are			After I finished this module, my skills were better	
	Good	Average	Needing Improvement	Yes	No
I can write a short paragraph					
I can write a few paragraphs					
I can fill in a form					
I can write a journal entry					

**Before I do this module, my skills are** **After I finished this module, my skills were better**

Skills	Good	Average	Needing Improvement	Yes	No
I can log in to a user account on a digital device					
I know how to post a message on a blog, gaming site or social networking site					
I can do a basic search on the Internet to find what I want					

**Before I do this module, my skills are** **After I finished this module, my skills were better**

Skills	Good	Average	Needing Improvement	Yes	No
I can monitor and evaluate how I am doing					
I can identify barriers to my goals					
I am willing to accept new challenges					
I have a positive attitude to learning					



Before I do this module,  
my skills are

After I finished this  
module, my skills  
were better

Skills	Before I do this module, my skills are			After I finished this module, my skills were better	
	Good	Average	Needing Improvement	Yes	No
I can participate in a group discussion					
I understand my role in the group					
I understand my responsibilities to the group and the program					
I accept the opinions of the others in the group					
I am prepared to participate in learning					
I meet deadlines					



## Overview

In this module, you will be thinking and talking about how you communicate in different places. At the end of this module, you should be able to

- understand how the different generations communicate
- understand the key factors in effective communication
- feel more comfortable communicating in a group setting
- begin to understand how to improve communication skills
- identify your current skills and the skills that you need to work on

The module will start and end with a self-assessment. The first activity you will complete is the self-assessment.

### Activity #1 Self-assessment

Complete the “Before” part of the self-assessment on page 5 to determine what level your skills are at now.

**PROGRESS...**





# Introduction to How I Communicate in Different Places

Different generations communicate in different ways. The generation you belong to may affect the way that you communicate in different situations or places. Generations are often broken into four broad categories

- Traditionalists (born before 1945)
- Baby Boomers (born from 1945 to 1963)
- Generation X (born from 1964 to 1979)
- Millennials or Generation Y (born in 1980 or later)

Workplaces, especially large ones, often have people from all four generations working together. By 2020, there will be a fifth generation entering the workplace.

Understanding the differences between generations can help you be more successful in the community, in educational settings, as well as in the workplace. It is important to keep the differences between generations in mind when you are looking for a job or working. Your co-workers and your boss may not be from the same generation as you. You may need to talk to them differently than you would talk to someone from your own generation.

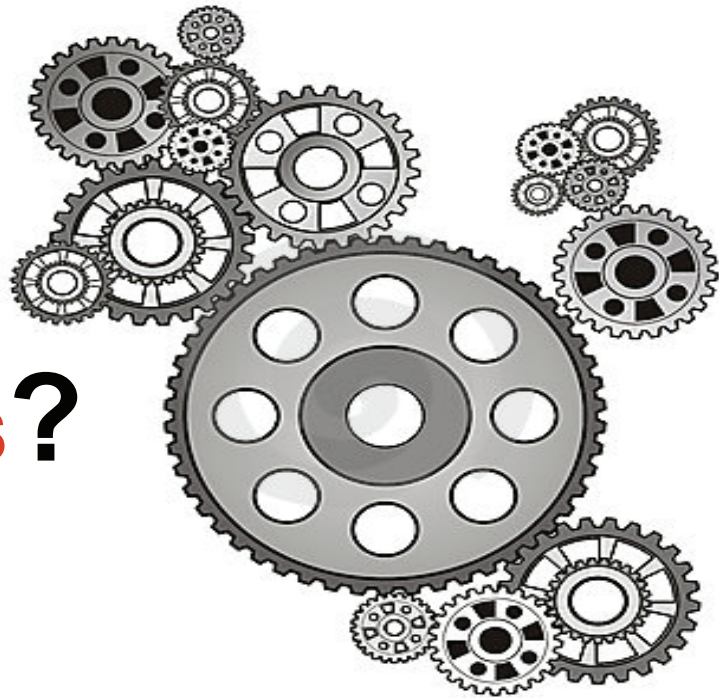


## Activity #2 About the Generations



- a. Read the passage and think about the following questions.
- b. Share your answers with the group.
  1. Which generation do you belong to?
  2. Which generation do you spend most of your time with?
  3. Which generation(s) do you feel the most comfortable communicating with?
  4. Why do you think you are more comfortable communicating with that group of people?

# GENERATIONS ?



**PROGRESS...** Activity 1-2 Complete



**Badge Awarded**



# Understanding the Differences Between the Generations

This table lists some of the differences between the generations. Not all people will fit into a category just because they are a certain age. However, the information in the table gives you a general idea of the generations' traits, likes and dislikes.

Generation	Key traits	What they like	What they don't like
Traditionalists	Loyal Practical Hard working Detail oriented Budget conscious	Law and order Strong work ethic Respect for authority	Change Conflict People who don't follow the rules
Baby Boomers	Competitive Service oriented Workaholics	Optimism Teamwork Participation	Conflict Technology
Generation Xers	Self-reliant Adaptable Impatient	Diversity Work-life balance Digital literacy Change and fun Personal growth	Supervision
Millennials or Generation Yers	Tolerant Optimistic Confident	Technology Talent and ambition Multi-tasking Direction and supervision Rewards and recognition	Rules and regulations that don't impact the result (e.g., dress codes)
The next generation...	Hyper-connected Global mindset	World view Social networking	Time will tell. We don't have enough information about the next generation yet!



## Activity #3 Generation Scenarios Role-Play

- a. Work with a partner. For each scenario, decide who will play which character.
- b. Review each scenario and think about how each character would communicate.
- c. Remember to think about the general differences between the generations.
- d. When you have finished the role-play, discuss with your partner.

### Scenario #1

**Characters:** Grandfather (Traditionalist), Grandson (Millennial)

John needs to ask his grandfather for a loan so that he can purchase a new pair of pants for a job interview. John has a monthly clothing budget but has overspent this month and doesn't have enough money left.

### Scenario #2

**Characters:** Larry the shift supervisor (Generation Xer), Brian the line worker (Millennial)

Larry needs to discuss Brian's habit of coming into work without tucking in his uniform shirt. Larry has been told by Jack, his Traditional boss, that it is a health and safety issue when shirts are worn improperly when working on the line.

### Scenario #3

**Characters:** Andrew the graphic designer (Millennial), Mark the head of design (Baby Boomer)

The office where Andrew works currently has an "unwritten" rule in place that you can't listen to music while you work. This rule came from the previous head of design, a Traditionalist.

Andrew wants to discuss changing the rule with his new boss Mark.

**PROGRESS...33%**



## Activity #4 Role-Play Reflection



- a. Discuss how the scenarios went in the previous activity.
- b. Record three things you learned about communicating with different generations.

I learned...

I learned...

I learned...





## The Employment Link

You will find people from different generations in almost every workplace today. Understanding the general differences between the generations will help you communicate more effectively in the workplace. The diversity between generations is just as important as other types of diversity, such as cultural diversity, and should be treated with the same importance.



### Traditionalists

(born before 1945)



### Baby Boomers

(born from 1945 to 1963)



### Generation X

(born from 1964 to 1979)



### Millennials or Generation Y

(born 1980 or later)

**PROGRESS...**Activity 3-4 Completed



**Badge Awarded**



# What Is Effective Communication?

Communication may seem very simple but it is one of the most difficult things that we do.

Learning how to communicate effectively will help you connect better

- at home
- in the community
- in the workplace

We communicate in different ways with different people and in different places. For example, think about the different ways that you say hello to your friends, your family, or someone you deal with in a store. You also communicate differently based on what medium you are using.

When you say hello face-to-face, you may do it differently than when you say hello by text on a cell phone.

## Activity #5

**Say Hello!** Think about how you would say hello, and introduce yourself or ask for what you want in each of the following situations. Share your “hellos” with the group.

**Situation #1** You are meeting your friend’s parents for the first time.

**Situation #2** You haven’t heard from your friend for the last three days and you text him to find out where he’s been.

**Situation #3** You have an unexpected appointment and will be missing class tomorrow. You need to call in and leave a message that you won’t be in class.

**Situation #4** You are going to buy a new game and you need help from the middle-aged female store clerk to get it out of the locked cabinet.

**Situation #5** You are dropping off your resume for a job and you need to introduce yourself to the receptionist and explain what you are doing.

**PROGRESS...**



# Communication Skills

When you communicate effectively there are many different skills involved. We send, receive and process hundreds of pieces of information through communication every day. But communication isn't just about sharing information back and forth. Effective communication also involves

- listening skills
- non-verbal skills
- being aware of your emotions

## Listening Skills

Actively listening to the other person is one of the most important parts of effective communication. You need to pay attention to

- what is being said
- how it is being said

If you are actively listening, the person who is speaking will feel

- heard
- safe to share their ideas and opinions with you





## How to be a good listener



The four parts of being a good listener are

- paying attention
- allowing people to speak without interrupting them
- listening without judging
- using your body language

1. **Pay attention** to the person who is speaking! Act like you are interested.

Don't just listen; watch what the speaker is doing. Body language can help you understand what is being said. If you are checking your cellphone or watching the clock while you are listening to someone, you will miss the body language. It is also rude and will make the person who is speaking think you are not interested.

2. **Don't interrupt!** Let the person who is speaking finish what he/she has to say.

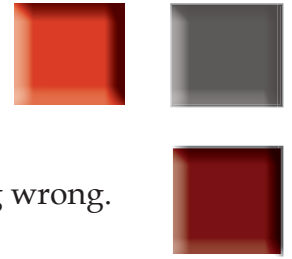
Wait for your turn. If you want to interrupt, and are thinking about what you want to say, your body language will give you away. Active listening is something that you need to practice.

3. **Don't judge** someone even if you don't agree. To have effective communication, you don't have to agree with everything someone else says but you do have to be respectful of others' opinions.

4. **Use your body language** to show that you are interested. Try to gain eye contact with the speaker. Nod or smile at the speaker when you agree with something that is said. In a one-on-one conversation, depending on how formal the communication is, you may even make small verbal comments like "yes" so the speaker knows you are listening. Don't slouch if you are sitting in a chair and make sure you have a firm handshake when you meet someone for the first time.



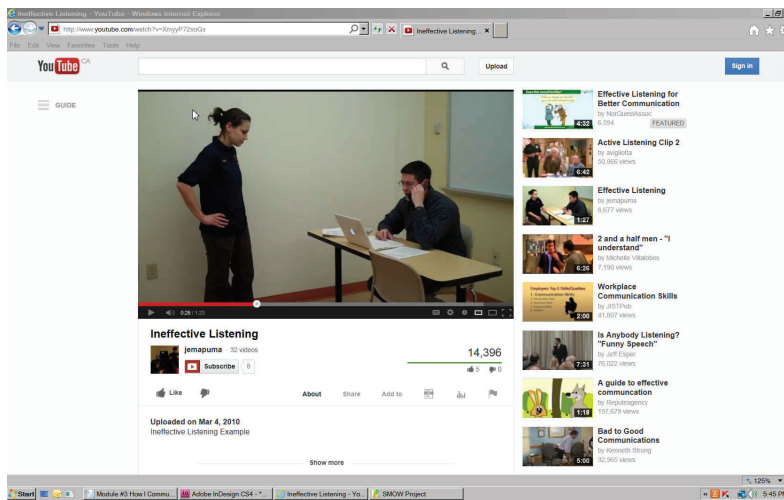
## Activity #6 What Is the Boss Doing Wrong?



Watch this short video and with the group, discuss what the “boss” is doing wrong.

[www.youtube.com/watch?v=XmyyP72soGs](http://www.youtube.com/watch?v=XmyyP72soGs)

**Note:** If this link doesn't work use the search term “ineffective listening” on YouTube to find a video about listening skills.



**PROGRESS... 66%**



# Non-Verbal Communication

Whenever we communicate, we use non-verbal communication. Sometimes we aren't even aware that we are doing it. The way you act, look and move when you are speaking can give the listeners a lot of information along with what you are actually saying. Non-verbal communication includes things such as

- facial expressions
- body movement and gestures
- eye contact
- posture
- muscle tenseness
- breathing rate

Understanding and controlling non-verbal communication can help you express what you really mean and help you to connect with your audience. You make a first impression within the first few seconds and your non-verbal communication is a big part of that first impression.

## How to Understand and Improve Your Non-Verbal Communication

Watch people communicating with each other when you are in different places, to see how they use non-verbal communication.

Keep your body language open. This means keeping your arms uncrossed, keeping your feet apart if you are standing and keeping eye contact with your audience.



Pay attention to how people from different cultures and generations use different non-verbal communication methods.

Make sure your body language matches what you are saying. If you are saying no to something but shaking your head yes, you are going to confuse your audience.

Use your body language to help you feel more confident. Even if you are nervous (e.g., to make a presentation or go into a job interview), stand up straight and maintain eye contact. This will send a signal that you are confident, even if you feel nervous.

Be aware of when you are feeling stressed. Do you clench your hands, do you start to sweat or breathe quickly? Stress can have a big impact on how well you communicate. If you are feeling stressed, try to take a moment to calm down or de-stress before you continue.

## Activity #7 Studying Non-Verbal Communication

- a. Find a video or television show on the Internet, that you are interested in.
- b. Make sure it has people in it who are communicating.
- c. Watch the video or television show for a few minutes with the sound muted.

As you are watching, make point-form notes on how the non-verbal communication helped you understand what was happening.

- 
- 
- 
-

**PROGRESS...**



# Be Aware of Your Emotions

**Our day-to-day emotions play a big part in how we communicate.**

**You need to**

- understand your own emotions before you can communicate them to someone else
- be aware of your emotions so that they don't impact the way you are communicating about something that is unrelated to the way you feel

**Understanding your emotions can help you**

- manage your feelings appropriately when you communicate with other people
- understand what others are trying to communicate to you

Emotions such as anger, fear, sadness, surprise and happiness all have an immediate impact on us. When you recognize these emotions and are able to control them, you can communicate more effectively. Learning how to recognize and control your emotions takes hard work and practice!



## Activity #8 My Current Communication Skills



- Think about your current communication skills.
- Fill in the table with the skills that you think you have and the skills that you think you need to work on.



Communication Skills I Have	Communication Skills I Need to Work On
Skills related to good listening...	Skills related to good listening...
Skills related to non-verbal communication...	Skills related to non-verbal communication...
Skills related to emotional awareness...	Skills related to emotional awareness...





## The Employment Link

Communication is key to getting and keeping any job. By

- listening actively, you better understand what is required in the workplace
- using effective and appropriate non-verbal communication, you will have a better job interview
- trying to figure out the skills you need to communicate effectively and working on those skills, you will become a better workplace communicator



**PROGRESS...**Activity 5-7 Completed



**Badge Awarded**



## Wrap-Up

### Reflection

- a. Read the reflection questions.
- b. Use the reflection questions to write a paragraph reflecting on this module.
- c. Post your reflection online. Your instructor will tell you where to post it.
- d. Use the space below for your draft.

### Reflection Questions

1. Which generation do I belong to?
2. How can I communicate effectively with other generations?
3. What skills do I need to work on to become a more effective communicator?

### My Reflection





## Activity #9 Post Self-Assessment



Complete the “After” portion of the self-assessment on page 5 to determine if you think your skills have improved.

**PROGRESS... 100% COMPLETE!**



**Badge Awarded**



☆☆☆

MISSION COMPLETED

