

## Effective communication skills improves your ability to get along with people and get the things that you want.

Our communication games and activities are used in communication training to enable participants to learn how effective communication skills can help get your message across and avoid conflict.

How often is an instruction given at work, only for it to be wrongly or inadequately done, or not even done at all?

Without a clear and structured method of communication, the process leaves room for error, with messages often misinterpreted by one or more of the parties involved.

This causes unnecessary confusion and counter productivity. In fact, a message is successful only when both the sender and the receiver perceive it in the same way.

Our communication game 'Get your message across' is one of our effective communication activities. It involves the participants taking on the role of different people in the organisation.

One person creates a model from the supplied blocks and they need to share this with other members of the organisation. They meet with a Manager and describe the model to him/her but the Manager is not able to see the model.

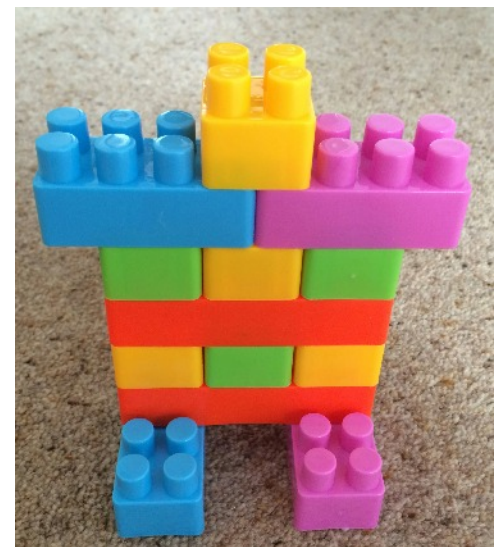
The Manager then meet and describe the model to the Team Leader(s) who then meet with their respective team(s) and describe the model to them. The team(s) then recreate the model from the supplied blocks.

At the end of the exercise, the original model is compared with the model built by team(s). This provides ample evidence for a debrief on effective communication! This game teaches effective communication skill by replicating many of the issues that occur in the workplace; including:

- assumptions
- muddled thinking
- conflict
- poor listening skills
- barriers to communication
- lack of understanding and team cohesion
- blaming others.



*"When I nod my head, I want you to hit it."*



**This exercise brings out key messages about communication. These include:**

- Providing accurate, clear and understandable information is vital when communicating any message.
- Taking responsibility for delivering a message clearly
- The importance of active listening skills on both parts
- Seeking clarification and questioning both when the message is delivered and received
- Using visuals/diagrams as part of the communication process
- Having the ability to question feedback and clarify is as important as the clarity of the information itself.

### **Contents of the pack**

- 39 Pieces of blocks to make three models - identical in size, shape and colour
- Instructions for the participants and an observer
- Trainer's Guide with notes on effective communication.

### **Comments from Users of this Communication Activity**

*"My group really enjoyed it and came up with some very creative ideas. Interestingly as well, there was clear development in their ability. In each round, their presentations of each requirement, improved upon their previous one."*

**Timing:** This game runs for 50 to 90 minutes depending on the option you choose + debrief

**Numbers:** 5 to 12 participants (for each game bought).

**Who:** All staff involved in creativity or selling.

**Computer:** Not required.

**Licence Free:** When you buy this training material, there are no restrictions on the number of times you can use it.

**Cost to buy:** £249 + delivery and VAT (if applicable).

**For further information please contact:**

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