

Back to Back drawing

Equipment needed: paper, pens, line drawings

Number of people: 2

What to do:

Try and find somewhere a little more quiet as you will be relying on listening

Sit back to back so you cannot see each others face

Person A - take a blank sheet of paper and a pen

Person B - pick a drawing off the pile (don't show it to your partner)

Person B - describe the picture so person A can draw it - you cannot say what it is!

For example - if it is a house, you can say draw a large rectangle, in the upper left hand corner of the rectangle draw a square etc etc

Person A - draw what you are told (not what you think!)

Compare the pictures - do they look the same?

Swap roles

Questions:

How did the second attempt differ from the first? what conscious decisions did you make in describing?

Think about the communication theory model -

Where were the challenges?

What noise was there that got in the way?

What can this activity teach you about how you describe things to others?

In So Many Words

Equipment needed: paper, pens, list of topics

Number of people: 2 or more

What to do:

One person picks a topic from the list and challenges themselves and others to explain the actions needed in a set number of words (you can talk or write)

For example: How to make a peanut butter and jam sandwich

25 words or less: Get peanut butter, jam, bread and a knife. Spread peanut butter on one slice, jelly on the other. Combine slices, wet ingredients inside

10 words or less: spread the ingredients on bread, then put bread together.

5 words or less: peanut butter, jam, bread, together

Questions:

How does the number of words impact on the clarity of the meaning?

Think about your own style - do you tend to give too much information? Too little?

What could you do to ensure that people have understood ALL your instructions?

Signed whispers

Equipment needed: signed sentences

Number of people: 4 or more

What to do:

stand in a line one behind the other A,B,C,D

person D looks at the sentence and practices the signs a couple of times

(make sure everyone else is facing away from you)

When they are ready, person D taps person C on the shoulder

Person C turns round and person D signs the sentence to person C ONCE ONLY!

Person C turns back into the line and taps person B on the shoulder

Person B turns round and person C signs the sentence to person B ONCE ONLY!

Person B repeats to person A

Person A then turns to the whole line and signs what they have seen.

Compare with the original sentence!

Questions:

What was the hardest part of this activity? Share your thoughts

Why did you find it easy/hard?

What can you do to ensure what you say doesn't get changed as it is cascaded down?

Dramatic gestures

Equipment needed: scenarios, body language examples/explanations

Number of people: 4 or more

What to do:

2 people to agree to act out the scenario - gestures only, no actual words

Rest of group to watch the scenario and then make suggestions as to what is happening

Questions:

What was easy to spot in the scenarios?

Was there any subtle body language that gave more context?

When you engage with people, are you aware of their body language?

If you had a meeting, how might you gauge people's mood and potential level of engagement by their body language?

Facial features:

Equipment needed: signed emotions, mirrors

Number of people: can be done individually

BSL is an expressive language. If you ever take an exam, half the marks are based on your facial expression! The emotions you convey with your face help to give context to the signs. Take a look at the signs for emotions. When you are talking, are you aware of what your face is doing?

Is your face animated when you are looking for volunteers?

Does your face reflect that you are listening when someone is telling you something?

How do you keep from looking surprised/shocked when someone tells you something you weren't expecting? When would you have to use this strategy?

How can you tell from someone's face that they are angry? Upset?

There are some mirrors if you want to practice your facial expressions!

Questions:

How good are you at reading people's faces. Does it depend on how well you know them?

How might you change your approach if someone's facial expression told you that they may not be receptive to your words?

To message or not

Equipment needed: scenarios

Number of people: can be done individually

Take a look at the scenarios - then decide by which method you would respond.

If there are other people around, share your ideas.

Response methods: social media, message app, text, email, written card/letter, phone, face to face

Questions:

How often do you consciously check that you are using the right method of delivery?

Altogether now

Equipment needed: Agenda example

Number of people: can be done individually or a role play with 4 or more

Here's a typical agenda for a local meeting.

Either:

One person to volunteer to lead the agenda. Everyone else to take notes on what they hear

or

answer the leader questions and decide if you need to do anything different at your meetings

Questions:

As the person leading:

How did you communicate all the information?

What methods of delivery did you use for each item?

How do/did you frame time lines, expectations, outcomes?

Do you plan a different method of delivery for each of your items? Should you?

As the receiver:

Did the info you heard, match the info on the agenda?

How engaged did the leader make you feel?

Guidelines and boundaries

Equipment needed: flip chart, pens

Number of people: can be done individually

Everyone needs communication boundaries - does your local team know what yours are?
It's helpful to have some team guidelines too - when/how to get in touch with each other, acceptable methods of contact, sharing details etc

Please share your guidelines and boundaries so we can all learn from each other

For example:

A note on your email signature explaining when/how you will respond

Ensuring your team know when it is ok to ring with routine questions

Questions:

Have you shared your boundaries with your team?

What opportunities have you given them to outline their own boundaries and discuss how to communicate with each other?

Honest conversations:

Equipment needed: Flip chart, pens

Number of people: can be done individually

An honest conversation is one where you have to talk to someone about something potentially upsetting - perhaps they have made a mistake, there is a complaint, or something is impacting on their ability to volunteer. How you approach the conversation will have a big impact on the outcome. Preparation is key!

Please can you share your top tips for successful honest conversations

Questions:

What preparation would you do for an honest conversation?

How might you approach one that involved more than one person?(a unit team perhaps)

Which aspects of a one to one honest conversation are you less confident about?

How can you build your confidence in these areas?

A Safe Space - supporting leaders:

Equipment needed: Safe space questions

Number of people: 2 or more

In A Safe Space 3, we ask leaders to consider the questions on the sheet when they have been told about an disclosure

As a commissioner, you need to have a plan about how you will support a leader to decide on the next steps.

What would be on your checklist of things you need to do and know?

Giving feedback

Equipment needed: scenarios

Number of people: 2

We all know about feedback sandwiches!

Take a look at some of the scenarios. Discuss how you might approach them so that there is a positive outcome

Some approaches might be
inviting discussion with questions such as:

How do you think that went?

What might you change for next time?

How does this correspond to Doing Our Best? Code of Conduct? 5 essentials etc?

what do we agree on?

Where do we have different opinions?

thinking about:

What Girlguiding evidence can I use to back up my observations?

What outcomes do I need from this discussion?

How do I support this person through change?

Am I clear about my boundaries?

