



# Horizons

**Commissioner Conference 2023**  
Girlguiding London & South East England



**Girlguiding**  
London and  
South East England

# Towards a different communication horizon - how far can you go?

A woman without her man is nothing

Can you think of different ways to punctuate this sentence?  
What does it say to you?

An English professor wrote the words:

“A woman without her man is nothing”  
on the chalkboard and asked the students  
to punctuate it correctly.

All of the males in the class wrote:

“A woman, without her man, is nothing.”

All of the females in the class wrote:

“A woman: without her, man is nothing.”

**Punctuation is powerful.**

# Welcome!

## Aims and Objectives for this workshop

Aim: To explore effective communication skills and techniques in different situations

Objectives: By the end of the workshop participants will have had the opportunity to:

1. discuss communication theory and how it impacts on them and their team
2. explore skills, tips and techniques for effective communication including: verbal, non-verbal, written
3. share experiences and top tips for effective communication
4. identify one thing they will do differently, and one thing they will ask their team members to do differently with regards to communication

# Why is good communication so important?

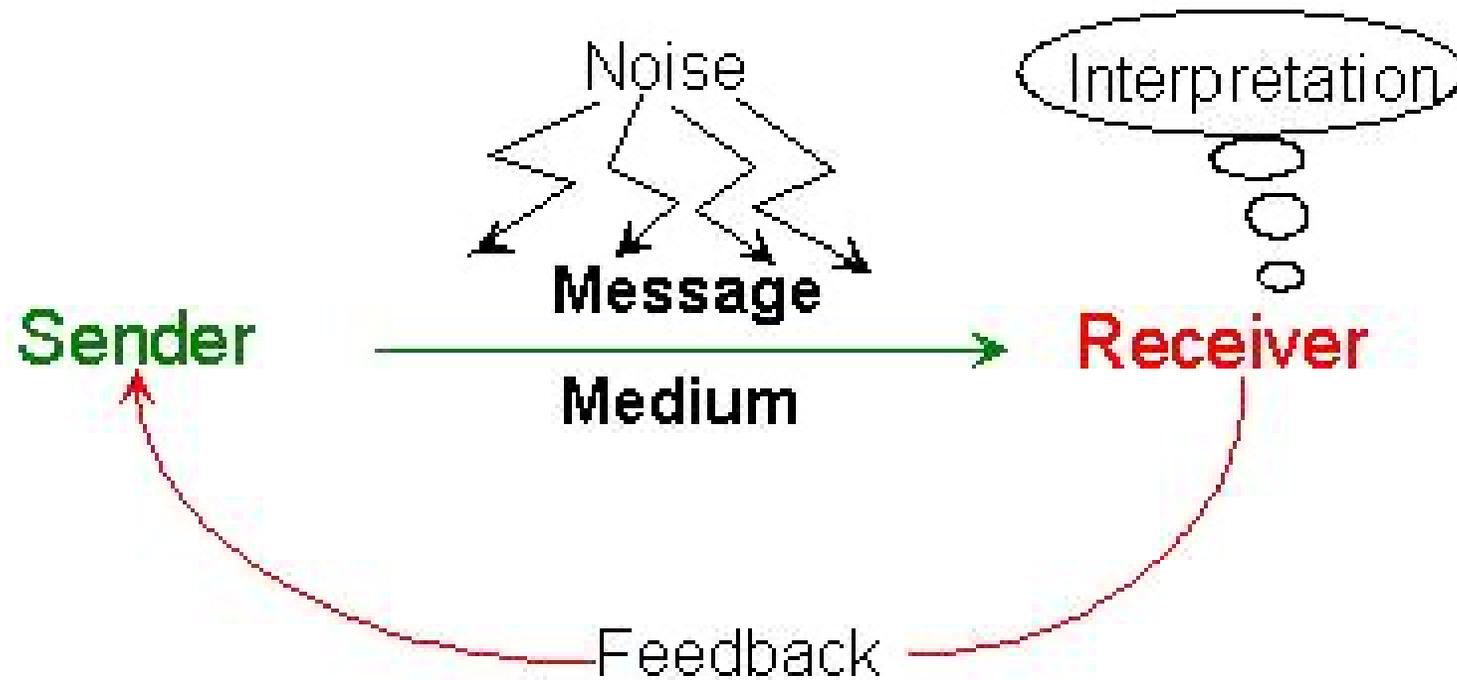


The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through.

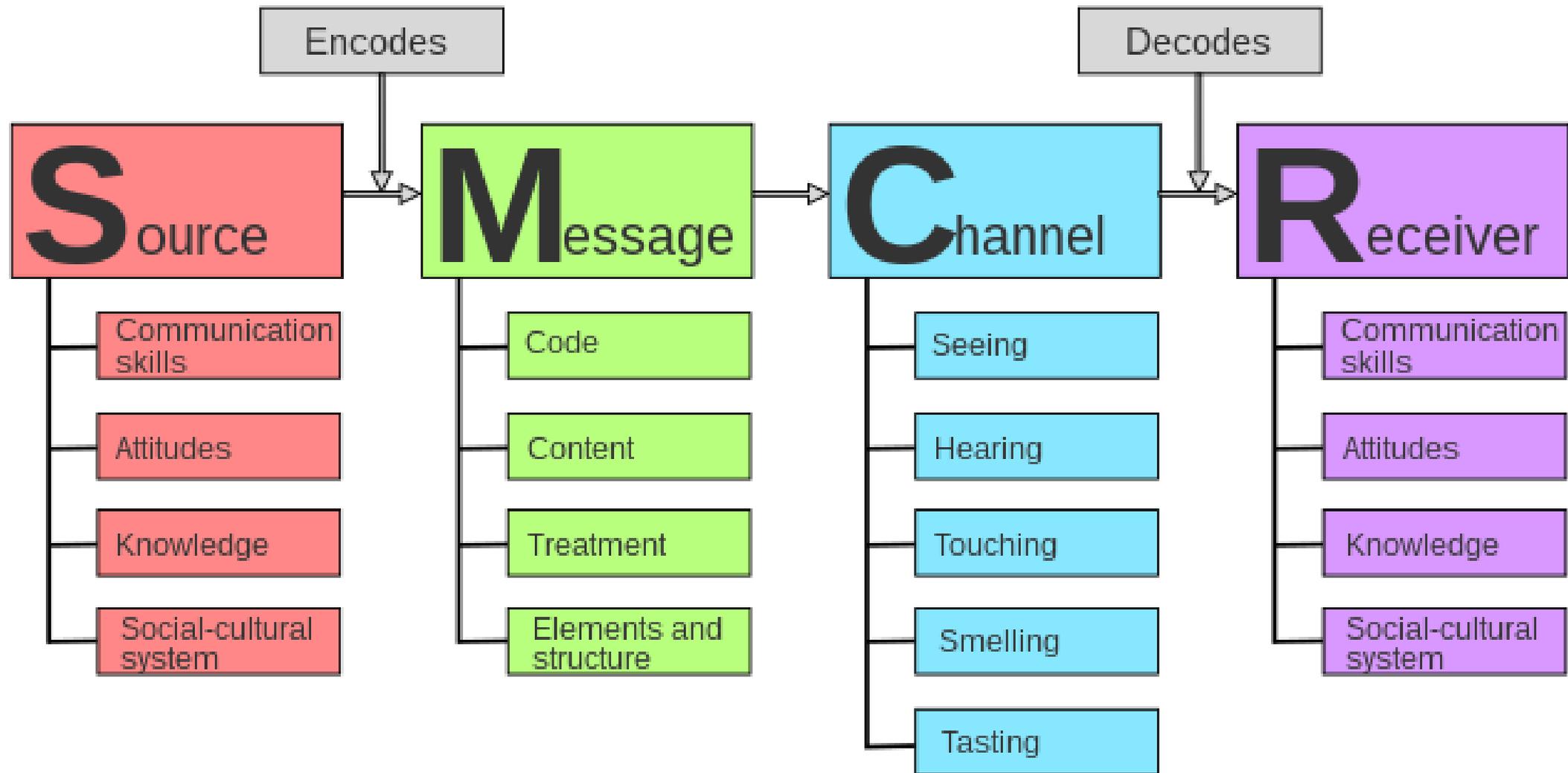
— *Sydney J. Harris* —

AZ QUOTES

# Communication theory - what is it?



# Communication Theory - what is it?



# What does this mean for us as communicators?

We need to build positive relationships so we know how to communicate effectively. **How well do you know your team?**

We need to be creating safe spaces for our volunteers to make communication as successful as possible - **what does your safe space look like?**

There will always be limitations - sender and receiver

There will always be 'noise' (physical, psychological, semantic, emotional)

One form of communication will not suit everyone. **Do we need to use multiple forms all the time?**

# Activities to try

30 minutes - choose wisely!

**Getting your point across:** the words we use are important. How we use them can impact on the message we are trying to give.

Back to back drawing - can you describe something effectively?

In so many words: How many words do you need to make yourself understood?

**Nonverbal communication:** the 55/38/7% rule

Signed whispers - can you communicate without words?

Dramatic gestures - is body language really expressive?

Basic sign and facial expression - what clues can you read in people's faces?

# Activities to try

## 30 minutes - choose wisely!

**When should I:** Looking at effective ways to manage communication  
To message or not! - choose which method of delivery is right for the situation  
Altogether now... communicating with many - how do you ensure everyone has understood you?  
Guidelines and boundaries - In your role, what are your communication boundaries?

**Language matters:** What you and how you say it  
Honest conversations - what are your top tips? What do you wish you had known earlier?  
A Safe Space questions - how would you support a volunteer whilst obtaining the info you need?  
Giving effective feedback - we all know about sandwiches! but how do you really engage?

# What does this mean for us as communicators?

We need to build positive relationships so we know how to communicate effectively. *How well do you know your team?*

We need to be creating safe spaces for our volunteers to make communication as successful as possible – *what does your safe space look like?*

There will always be limitations – sender and receiver

There will always be ‘noise’ (physical, psychological, semantic, emotional)

One form of communication will not suit everyone. *Do we need to use multiple forms all the time?*

# What does this mean for us as communicators?

We need to build positive relationships so we know how to communicate effectively. **How well do you know your team?**

We need to be creating safe spaces for our volunteers to make communication as successful as possible – **what does your safe space look like?**

There will always be limitations – sender and receiver

There will always be 'noise' (physical, psychological, semantic, emotional)

One form of communication will not suit everyone. **Do we need to use multiple forms all the time?**

What will you take away?

One thing you will do differently

One thing you will ask your team to do differently

# Aims and Objectives for this workshop

Aim: To explore effective communication skills and techniques in different situations

Objectives: By the end of the workshop participants will have had the opportunity to:

1. discuss communication theory and how it impacts on them and their team
2. explore skills, tips and techniques for effective communication including: verbal, non-verbal, written
3. share experiences and top tips for effective communication
4. identify one thing they will do differently, and one thing they will ask their team members to do differently with regards to communication

“Communication must be HOT. That’s Honest, Open, and Two-way.” - Dan Oswald

In many ways, effective communication begins with mutual respect, communication that inspires, encourages others to do their best.

Zig Ziglar

quotefancy

“

To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

TONY ROBBINS

GRACIOUSQUOTES.COM

Thank you