

SOFT SKILLS: COMMUNICATION LESSON PLAN

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LESSON SUMMARY: This lesson is meant to introduce and educate students on the soft skill, communication. Depending on the level of interaction and discussion with class participants, this lesson can last 45-55 minutes or longer.

OBJECTIVE: Upon completion of these materials, students will know the importance of communication skills and tips to help them improve.

MATERIALS AND RESOURCES NEEDED:

- Soft Skill: Communication Video
 - *Run Time: 12 minutes, 17 seconds*
- Student internet access for test

INTRODUCTION / WARM-UP: What makes someone a good communicator?

INSTRUCTIONAL VIDEO OUTLINE

- Introduction to Soft Skills
- What is communication?
- Forms of communication
 - Verbal
 - Introduction to verbal communication
 - Tips for effective verbal communication
 - Aural
 - Introduction to aural communication
 - Tips for effective aural communication
 - Non-verbal
 - Introduction to non-verbal communication
 - Tips for effective non-verbal communication
 - Written
 - Introduction to written communication
 - Tips for effective written communication
 - Visual
 - Introduction to visual communication
 - Tips for effective verbal communication
- Importance of good communication for your career

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CLASS ACTIVITIES

Option 1: Importance of Communication for Careers

- Communication affects a person's career from beginning to end. Have students consider careers they are interested in and how good communication will be important in that career.
- Examples:
 - All careers: Creating a resume, filling out a job application, interviewing
 - Autobody mechanic:
 - Speaking to a supervisor, taking direction, communicating issues
 - Speaking to customers about work that needs to be/has been done
 - Nurse:
 - Speaking to patients in a caring way
 - Filling out forms and paperwork
 - Communicating to doctors and supervisors in a professional manner
 - Importance of non-verbal cues (smile, caring look, eye contact, posture)

Option 2: The complexity of communication

- Communication is complex because there are multiple things that can affect the message in the process. Review each part of the communication process with students: sender, message, the recipient.
 - Ask students to discuss or list scenarios in which a message may be miscommunicated and the effect it could then have. Students should consider various communication mediums used such as face-to-face, text messages, and emails. All five forms of communication discussed in the video can be considered.
 - **Examples:**
 - *Two people are talking face-to-face. The listener sees someone she knows and not wanting to be rude, waves. The person talking assumes the listener doesn't care about the conversation and ends it.*
 - *An employee receives an email from a boss that is short and to the point, which is out of character for that person. Unknowing the difficult day the boss has had, the employee thinks it's something they did and worry about it for the rest of the day.*
 - *A professor in a classroom giving a presentation over a complex subject includes a visual to help explain. However, the visual has text that is hard to read from the back of the room.*
 - As examples are discussed, point out where the issue lies, is it the sender, the message, the recipient, or a combination?
 - **Example:**
 - *A professor in a classroom giving a presentation over a complex subject includes a visual to help explain. However, the visual has text that is hard to read from the back of the room. Where are the communication issues in this scenario?*
 - **Sender:** *the professor should have been aware the font size would be an issue*
 - **Message:** *the visual is not sufficient to accomplish what it is intended to do*
 - **Recipient:** *students unable to see should speak up so that they are not negatively affected*

LESSON EVALUATION:

Students complete Soft Skills: Communication test on MyCareerTech.com.