Communication and Facilitation Skills

Leader’s Guide

# Preparing for the Leader Lesson.

*There are 2 handouts that everyone should have. 1) the Leader Lesson Handout and 2) the Public Speaking Worksheet. Please make sure to have enough copies. This Leader’s Guide is strictly for you. It is similar to the Leader Lesson Handout but is slightly different since you have these directions. Tell your group that you are going to start with a quick little activity in which they will rate their own communication skills.*

1. *Provide everyone with a Leader Lesson Handout. Ask them to look at their handout and complete item #1 in which they will rate their own communication skills. Optional - After they have had time to do this, you may want to read off each skill and ask them to raise their hand if they rated themselves as 4 or 5.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low Skill Level | Low Skill Level | Average | Somewhat Skilled | Very Skilled |
| Public speaking | 1 | 2 | 3 | 4 | 5 |
| Email | 1 | 2 | 3 | 4 | 5 |
| Letter writing | 1 | 2 | 3 | 4 | 5 |
| Text messaging | 1 | 2 | 3 | 4 | 5 |
| Social media marketing | 1 | 2 | 3 | 4 | 5 |
| Zoom | 1 | 2 | 3 | 4 | 5 |
| Writing Newspaper articles | 1 | 2 | 3 | 4 | 5 |
| Phone calls | 1 | 2 | 3 | 4 | 5 |
| One-on-One conversation | 1 | 2 | 3 | 4 | 5 |
| Active Listening | 1 | 2 | 3 | 4 | 5 |
| Meeting facilitation | 1 | 2 | 3 | 4 | 5 |

Communication takes many forms. Some of us may be quite skilled in one form but lacking skill in others. That is perfectly normal. Take a moment to rate your own skill level at these different forms of communication.

1. For today’s Leader Lesson we are going to briefly look at 3 of these (we don’t have time for more!) Our objectives for this lesson are to learn some tips for:
   1. Active Listening
   2. Public Speaking
   3. Facilitation
2. *We are going to start with active listening. Read this definition*: Active Listening means making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated. There are both verbal and nonverbal signs of active listening.
   1. Verbal and Non-Verbal Signs of Active Listening
      1. Verbal Signs of Active Listening include: *Ask the group to tell you some verbal signs you can make to show you are listening. They do not have this list on their handout. Did they mention any of these? Instruct them to write down at least 2 on their handout in the space provided.*
         1. Positive Reinforcement (Such as “Tell me more”)
         2. Questioning/clarification (“Should I bring my supplies?”)
         3. Remembering (“Yes, I remember when we talked about that.”)
         4. Summarization (“Great, I will meet you there at 9am.”)
      2. Non-verbal signs of Active Listening *Now ask if the group can think of non-verbal signs to show they are listening. Did they say any of these? Again, they don’t have this list on their handout, so ask them to write down at least 2.*
         1. Smile
         2. Eye-contact (Focus on the speaker and not, for example, watching the clock/tv/computer.)
         3. Appropriate nodding (But don’t nod at every single thing they say!)
         4. Posture (upright, perhaps leaning in to hear, taking notes.)
   2. When listening actively, do NOT:
      1. Interrupt
      2. Abruptly change the subject
      3. Think about your rebuttal while the other person is speaking. *(Ask the group this question: “What should you think about?” Let a few people give an answer. The simple answer is that you should be listening to what the other person is saying in an attempt to fully understand what they are saying.)*
3. Now we will go through some Speech-Public Speaking Tips *(Go through these 7 tips Be sure they have the Public Speaking Worksheet. They do have this list on their handout so you can go through it together.)*
   1. Think about your audience and decide on 3 objectives for your presentation (more or less is okay).
   2. Take off – Fly the plane – Land the plane *(This is just a little analogy.)*
      1. Take off – Start off with something to grab their interest.
      2. Fly the plane – Tell them what you came to tell them.
      3. Land the plane – Don’t just shut it down, find an interesting way to bring closure.
   3. Mix it up – talk, activity, group discussion, videos, game, etc. It just depends on how much time you have.
   4. Watch the audience for cues (boredom, restlessness) If you notice this, take a break or maybe break them up into groups to answer some question. “What was your worst public speaking experience ever!
   5. Don’t read it! Please! (Note to leader – that really does not apply to the leader lesson, so feel free to read from this handout!)
   6. Practice makes it better. (I did not say perfect!) Nobody is perfect, but practice, practice, practice!
   7. Remember – Everyone is at least a little bit nervous. Just be yourself!
4. Public Speaking Activity – *Ask the group to take a look at the Public Speaking Worksheet. Make sure everyone has a copy. Our topic: “Why I Love OHCE.” Ask everyone to take a few minutes to fill in a few of the blanks. They don’t have time to complete it now, but let them know they should consider completing it at home. What if you were asked this question by a civic club who wanted a short program?* *After a few minutes of letting them work, ask the 3 questions below to see what kind of answers you get. There are no wrong answers.*
   1. How would you get their attention?
   2. What would your 3 main points be?
   3. How would you close your speech?
5. Facilitation Tips – *You are probably running out of time and may not have time to do anything but quickly read through this list. You can be the judge of that.*
   1. Before the meeting: Create an agenda and prepare as best you can.
   2. Start the meeting on time!
   3. Welcome everyone.
   4. Introductions and/or Ice Breaker – Even if you all know each other, you still need to do something to get warmed up to the topic.
   5. Review ground rules – For reoccurring meetings, this may be as simple as starting off with, “We’ve got a full agenda today, so let’s remember to keep on track and be respectful of everyone’s time.”
   6. Meeting content. Use a printed agenda to keep you on track.
   7. Review and summarize, particularly if there are items you or members will need to follow up on.
   8. End the meeting on time! (When meetings regularly start and end on time, people are more likely to want to attend.)
   9. After the meeting – follow up on anything you said you would do.
6. *Land the plane in a “Snowstorm.” #7 is not on the member handout.*

*For as many individuals you expect to be at the lesson, write (or type) a motivational saying on a piece of paper (half piece of paper would be okay). Wad up the paper to make a paper ball (or “snowball”). Toss the “snowballs” out to the group, making sure that everyone gets one. Tell them that what they find on the snowball is your gift to them today. This is how you are “landing the plane” today.*

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