Leader Lesson - Communication and Facilitation Skills

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| --- | --- | --- | --- | --- | --- |
|  | 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 |

1. 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.
2. 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
3. Active Listening: Making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated.
   1. There are both Verbal and Non-Verbal Signs of Active Listening
      1. Verbal (List at least 2)
      2. Non-verbal signs of Active Listening (List at least 2)
   2. When listening actively, do NOT:
      1. Interrupt
      2. Abruptly change the subject
      3. Think about your rebuttal while the other person is speaking (What should you think about?)
4. Public Speaking Tips
   1. Think about your audience and decide on 3 objectives (more or less is okay).
   2. Take off – Fly the plane – Land the plane
      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, video, 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!
   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!
5. Public Speaking Activity - Take a look at the Handout from Maryland 4-H. We’ve edited it to show a topic of “Why I Love OHCE.” Fill in a few blanks now, but take it home and consider how you would make this presentation to a civic group.
6. Facilitation Tips
   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!
   9. After the meeting – follow up on anything you said you would do.

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