

Student Learning Plan

Unit 3: Foundations for Success

The Communication Process [U3C4L1]



What you will accomplish in this lesson:

Demonstrate how the communication process affects interaction between individuals



Why this lesson is important:

Every day, one of your main activities is communicating with others. You communicate at home, at school, with your friends, and in the community. For some of you, you are also communicating in a job environment. For adults, communication at work can be the difference between success and failure. In this learning plan, you will identify your communication style and practice ways to clearly communicate with others.



What you will learn in this lesson:

- Describe the communication process
- Compare verbal and nonverbal means of communication
- Identify the six steps of effective communication
- Evaluate your communication style
- Define key words: audience analysis, channel, feedback, mixed messages, noise, nonverbal, receiver, setting, verbal



You will have successfully met this lesson's purpose:

- by demonstrating the communication process by writing a role-play skit
- when your role-play skit includes examples of the consequences of poor verbal and nonverbal communications
- when your role-play skit includes examples of clear verbal and nonverbal communications



Learning Activities:

These learning activities are designed to help you learn the target skills and knowledge for this lesson. Your instructor may assign additional or alternative learning activities.

INQUIRE PHASE: What do you already know?



- ____ 1. THINK ABOUT what you know about communicating clearly. PREPARE for this lesson by discussing *What you will accomplish in this lesson; What you will learn in this lesson; Why this lesson is important, and When you will have successfully met this lesson's purpose.*
- ____ 2. With your team, PLAY the Sentence Game. Each person on your team takes turns adding a word to a sentence that starts with the word "The." Your instructor will give you the rules of the game. PRESENT your sentence to the class. VOTE on the sentences of other teams.
- ____ 3. REFLECT on what you learned about communication. ANSWER the reflection questions presented by your instructor.

GATHER PHASE: So, what else do you need to know or learn?

- _____1. VIEW a presentation on Communication Skills. CREATE two Flow Maps: 1) show the communication process and 2) show the six steps for effective communication.
- _____2. VIEW the video on Communications Dos and Don'ts. TAKE NOTES on what the two job applicants are communicating verbally and non-verbally. PARTICIPATE in a Think-Share-Pair activity to discuss examples of when you have witnessed verbal and non-verbal Dos and Don'ts shown in the video.
- _____3. REFLECT on the communication process. ANSWER the reflection questions presented by your instructor.

PROCESS PHASE: Now what can you do with this new information you've learned?

- _____1. REVIEW the traits of your dominant Winning Colors® by looking at the work you did in the lessons on Self-Awareness and Appreciating Diversity Through Winning Colors®. With teams members that have the same Winning Colors®, CREATE a four-column Tree Map with one column for each color. The map should include phrases you would use to effectively communicate an idea or task to each color group. Use Handout #1: Winning Colors® Power Words to view a list of words that each color group will respond to. PRESENT your map to the class.
- _____2. REFLECT on your communication style. ANSWER the reflection questions presented by your instructor.

**Assessment Activities:****APPLY PHASE: What else can you do with what you've learned today?**

- _____1. COMPLETE the Communication Process Performance Assessment Task. SUBMIT your completed performance assessment task to your instructor for feedback and a grade.
- _____2. REVIEW the key words of this lesson.
- _____3. REFLECT on what you have learned in this lesson and how you might use it in the future.

**Self-Paced Learning and Assessment Activities:**

Independently complete the activities outlined below:

1. **Inquire Phase:** Complete the Learning Activities 1 – 3 or as modified by your instructor.
2. **Gather Phase:** Complete the Learning Activities 1 – 3 or as modified by your instructor.
3. **Process Phase:** Complete the Learning Activities 1 – 2 or as modified by your instructor.
4. **Apply Phase:** Complete the Learning Activities 1 – 3 or as modified by your instructor.