

Effective Communication



Key Points



- Understand the principles of communication skills.
- Analyse the skills required for effective communication by teachers.
- Create an understanding of one's strengths and areas of improvement.
- Apply relevant strategies to communicate with students, parents, colleagues and supervisors or school heads.

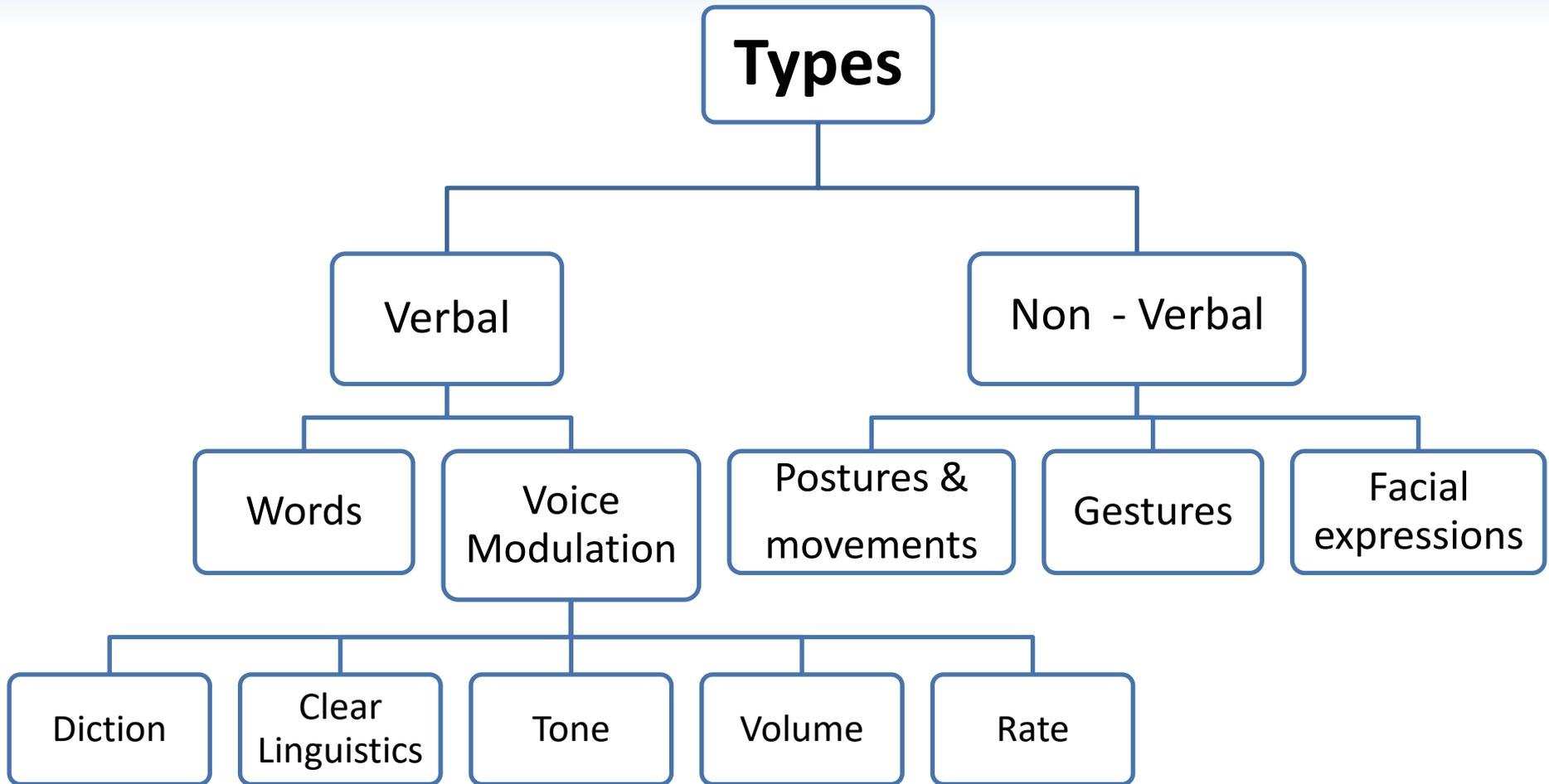
What is communication?



Communication is the process of conveying a message or meaning to establish a shared understanding to others



Types of Communication



Types of Communication



Oral Communication



Face-to-face conversation



Speech



Telephonic conversation



Radio



Television

Types of Communication



Oral Communication



Clarity



Pitch



Speed



Volume



Types of Communication

Written Communication



Reports



Bulletins



Electric mail

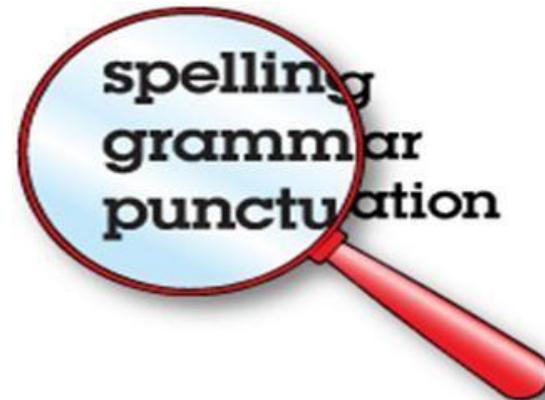
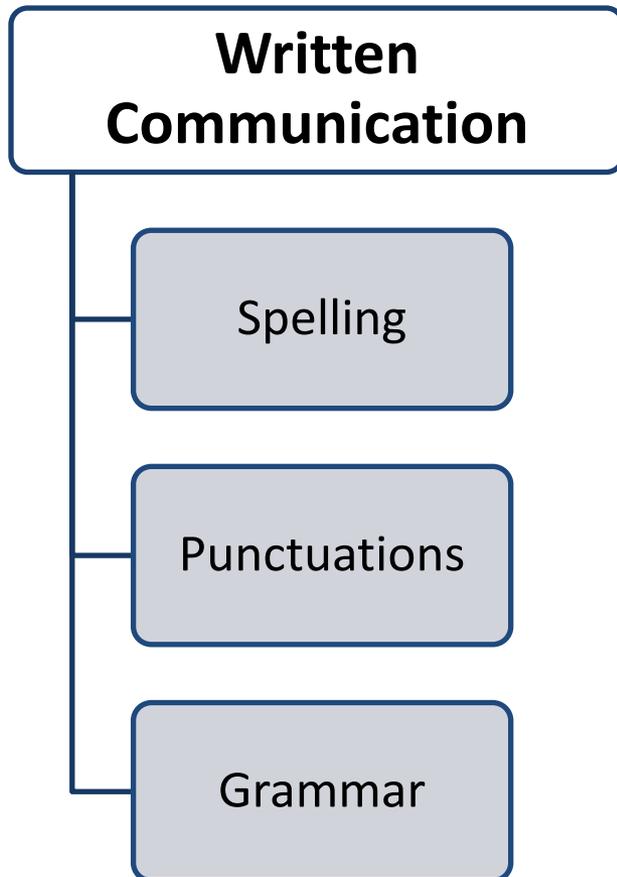


Employee manuals

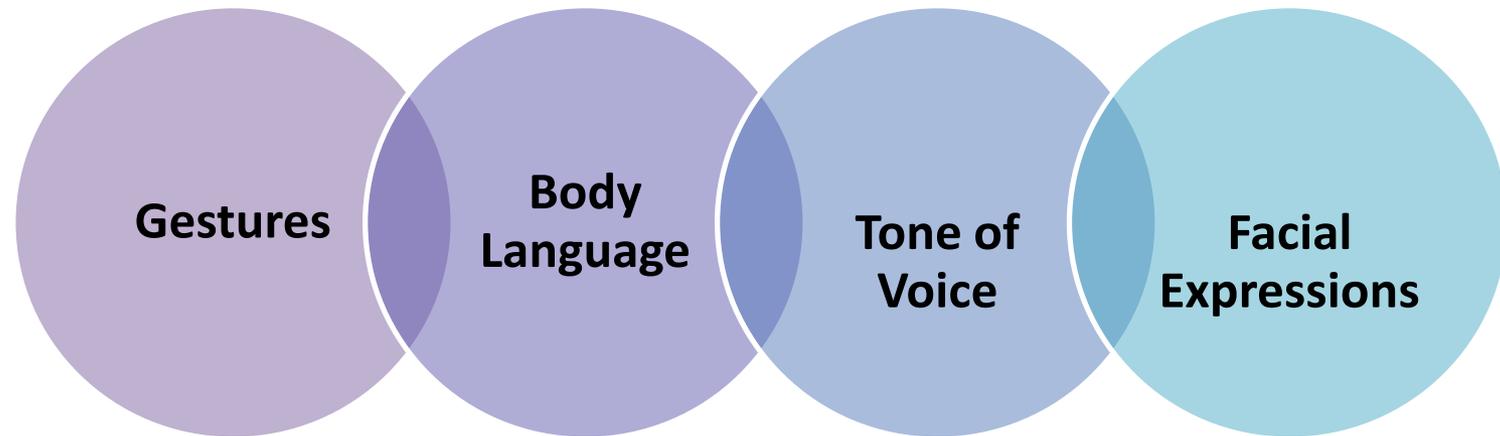


proposals

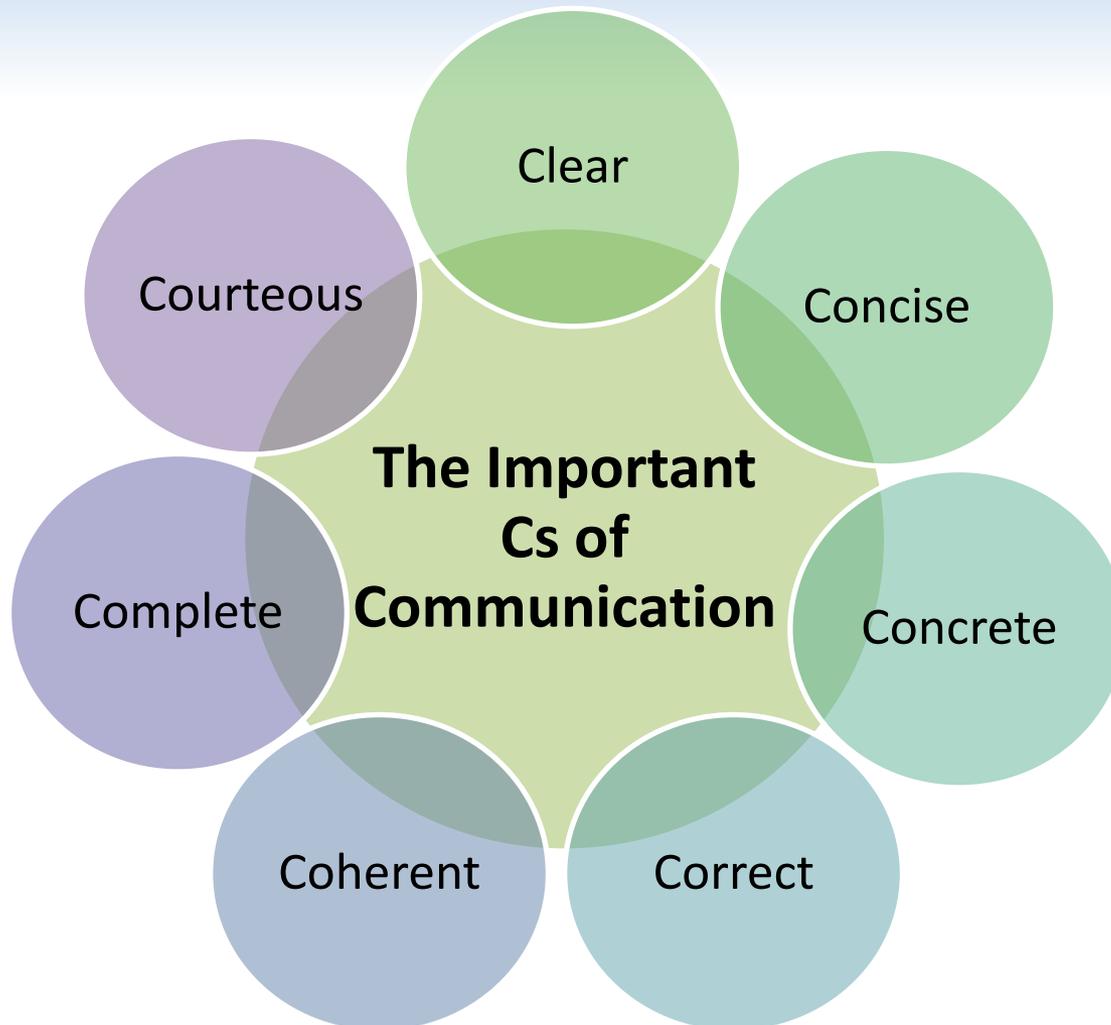
Types of Communication



Non - Verbal Communication



The Important Cs of Communication



Interactive Listening Tips



Paraphrase the message to confirm understanding.

Repeat the message.

Probe for missing information by asking questions.

Clarify any points that you may not understand.

Importance of Effective Communication for Teachers



Students

Parents

Colleagues

School Staff

School Heads

Management



What would you do if...



Scenario 1

A young child was meant to be picked up by the mother from school instead of taking the bus home. The teacher forgets to inform the child as well as the bus attendant. Thus, the child boards the bus and goes home. The parent is livid.

What would you do if...



Scenario 2

You arrive at your classroom and see that the floor is not cleaned since the previous day, the board has scribbles on it and the benches are dusty. Obviously, the didi in charge of the room has not cleaned it. You are annoyed and upset.

What would you do if...



Scenario 3

You have collected cash for the annual concert costume. You were supposed to hand over the cash collected to the Accounts office. To your horror, you realize that there is some money missing even though you have carefully noted down the details. You have been asked by the Accounts team to report the matter to the principal/ Section Head.

What would you do if...



Scenario 4

You have several deadlines coming up guiding student interns, sports day planning and submission of lesson plans. Your colleague who shares this responsibility with you, takes no interest. You are frustrated and angry.

What would you do if...



Scenario 5

One of your students is a slow learner with behavioral issues. His grades are not very good and every teacher has a complain against him. You are meeting the parent on Open House Day.

What would you do if...



Scenario 6

In your class, the son of the school trustee physically and emotionally bullies his school mates as well as misbehaves in class. The other parents are upset and complain to you. However, he refuses to listen to you and threatens to complain to his father if you take action.

Communication Shutdowns



Don't be ridiculous.

It's not really our problem.

It simply can't be done.

We don't have time.

We've never done that before.

If it doesn't work, you will get the blame.

We tried it before, and it didn't work.

Tactful Communication



“Tact is the ability to communicate sensitive information to a person without upsetting or offending the person”

- **“It’s your fault that you failed the test.”**

“Perhaps you could prepare for the test better next time.”

- **“Your son never submits homework on time.”**

“Please remind your son to submit his homework on the due date.”

- **“My cat could set a better question paper than this teacher.”**

“This teacher could use some help setting this question paper.”

Communicating with preschoolers



1

- Stop what you are doing and give full attention.

2

- Get down to the child's level and make eye contact.

3

- When a child tells you something, summarise it back to check that you understand what they are trying to say.

4

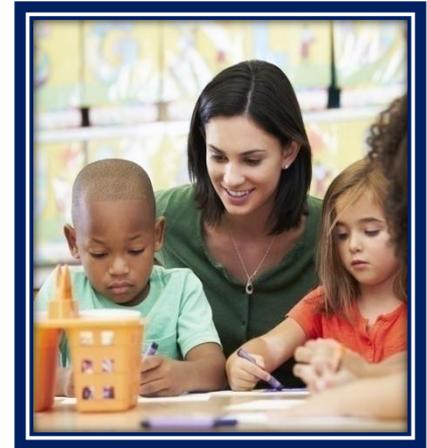
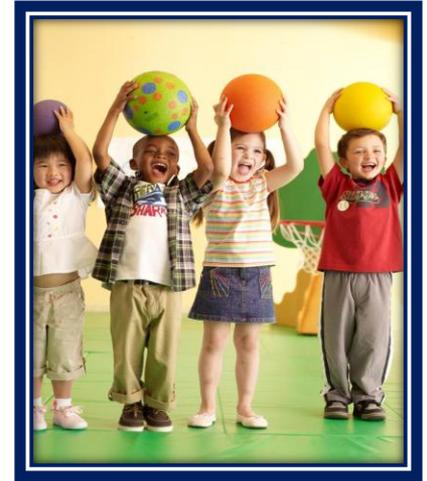
- Nod, smile and be affectionate when a child is talking.

5

- Try to listen until a child finishes telling a story.

6

- Tune in to your child's body language and behavior as well as his words.



Communicating with preschoolers



In case of a question, take the time to give the real answer.

Use phrases that show you're interested. For example, you can say, 'Really?', 'Go on', or 'And then what happened?'.

Give children lots of specific praise and encouragement. For example, 'Thanks for finishing the story when it was time to eat lunch'.

Make sure your body language and facial expressions match what you're saying.

Tips for Improving Communication Skills



Practice

Interact more with people

Read more

Collect feedback from your listeners

Prepare and plan

Be confident

Tips to Improve Your
Communication Skills

