

Session 3

The Communication Model

- Defining communication
- One way communication
- Two way communication
- Overcoming communication barriers

What this session covers

Communication is one of the most important and challenging skills a Coach can possess. In this session you will explore two models of interpersonal communication. You will also identify some of the communication barriers you may face as a Coach and develop strategies to handle these.

Objectives



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Session 3: The communication model

Objectives

Upon completion of this session you will:

- define the term communication
- explain the difference between one and two way communication
- identify potential barriers and how to address these

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Upon completion of this session you will be able to:

- define the term communication
- explain the difference between one and two way communication
- identify potential communication barriers and devise strategies to address these.

What is communication?

Activity: Defining communication

Take a few minutes to jot down what you think 'communication' is.

- Put simply, communication refers to any process used to get a message across.



Defining communication

Put simply, communication refers to **any process** used to get a **message** across, **from one** individual or group **to another**.

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Why do you think excellent communication is important for a Coach?

Trainee needs to:

- understand instructions
- be put at ease
- be given complex concepts

Activity: Getting your message across

Instructions

- In this activity you will work with a partner.
- In part 1 of the activity, one of you will be the 'Sender'. The other person will be the 'Receiver'. In the second part of the activity you will alternate roles.
- The object of the Activity is for one of you to draw a diagram by following the instructions given to you by your partner (the sender).

Roles

Sender:

- Shortly you will be given a piece of paper with a diagram on it.
- You will give your partner clear instructions on how to draw an exact copy of this diagram.

Receiver:

- You will listen to the instructions given to you by your partner and draw the diagram in the space on the next page.

Important rules before you start

1. You have a time limit of 5 minutes
2. You must seat yourselves so that:
 - the *Receiver* cannot see what the diagram is, and
 - the *Sender* cannot see what the Receiver is drawing.
3. The *Receiver* cannot ask any questions at all.
4. The *Sender* cannot tell the *Receiver* what the diagram is, eg 'a house on a hill'.
5. The *Sender* cannot use correct words to describe any part of the diagram, eg. windows, doors, person, etc. The *Sender* can refer to shapes and lines etc.
6. Neither of you can use any hand signals or other gestures to show what is meant.
7. The *Sender* can only use words to describe the shapes of the diagram, eg "Draw a big box about 10 cm x 10 cm. Draw a triangle on top of the box and now draw a line next to this . . ."

Leader instructions

- Hand out activity 1 to the person playing the role of the sender
- Reiterate the rules mentioned above
- Time the activity (5 minutes)
- Get the participants to alternate roles
- Hand out activity 2 to the person who is now playing the role of the sender
- Time the activity
- When both partners have had a turn as a Sender and a Receiver, display all the diagrams on the floor and discuss
- Have the participants answer the following questions in writing and discuss.

Does your drawing look anything like the original?

Why was it difficult to draw the specific drawing?

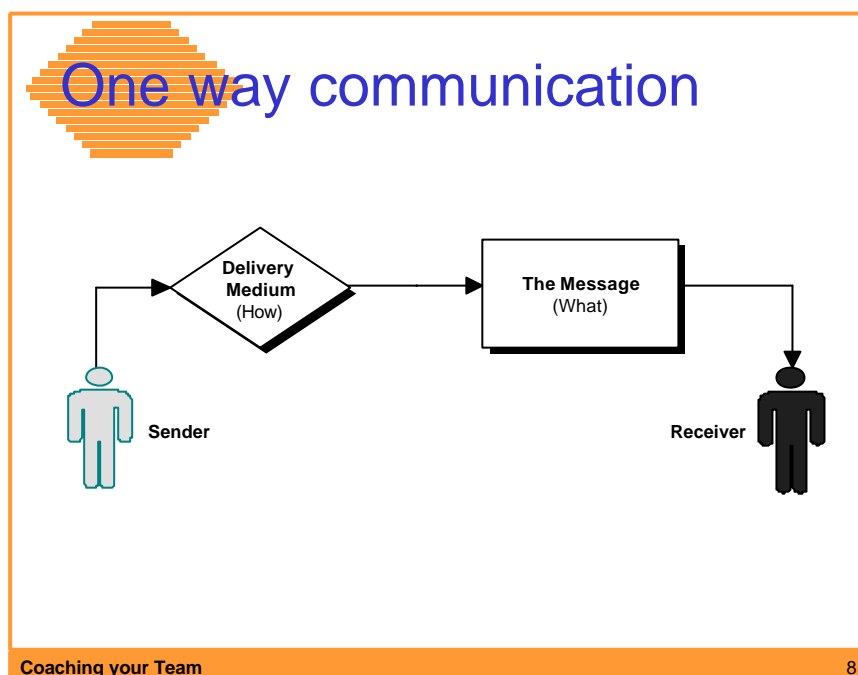
What would have made this task easier to do?

The communication model

Communication is one of those words that is bandied about, but often people are not sure what it really means. There are many different ways of describing communication. To make sure we're all focusing on the same thing, we will refer to communication in terms of the following models of one and two way communication.

One way communication

As you now know, communication refers to any process used to get a message across. As the following model shows one way communication involves a Sender, a Receiver, a message and a delivery medium.



The last activity you were involved in was an example of one way communication.

The sender

This is the person or group sending the message.

The receiver

The receiver is the person or group for whom the message is intended.

The message

What you are trying so say. Messages cover a whole range of things including: information, rules, jobs waiting to be completed, training etc.

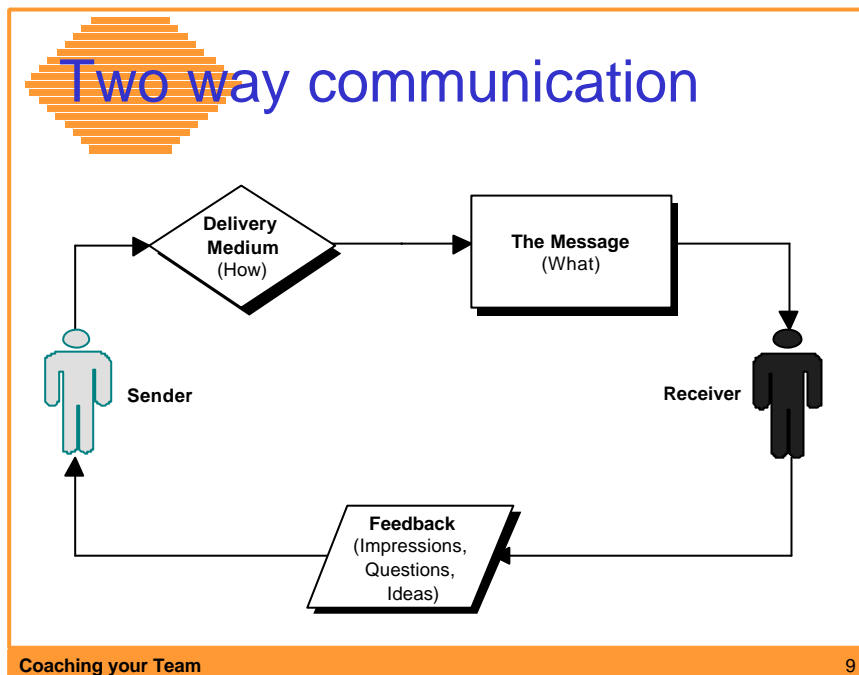
The delivery medium

This is the method the sender chooses to pass on or deliver their message.

List some delivery methods you commonly use in your jobs:

Two way communication

As the following diagram shows, two way communication differs from one way communication by allowing the Receiver the opportunity to give the Sender feedback on their message.



Feedback

This is the way the Sender:

- checks that the Receiver has received the message
- checks that the Receiver understands the message
- discovers their opinions, attitudes and ideas about the message, and
- allows the Receiver the chance to ask questions about the message.

The communication model

List some feedback methods used in your workplace:

How would two way communication have helped you in the last activity?

How can two way communication help you in your role as a Coach?

How communication can go wrong

Research has shown that the biggest gripe most people have in organisations is poor communication. Either messages don't get to the right people, or they arrive late or they are jumbled and unclear. One of the things you need to be great at as a Coach is getting your message across.

Think about your worst communication experience as either a Sender or a Receiver. Briefly describe what happened. (No need to name names.)

Think in terms of the two way model of communication. At what point in the process did the breakdown occur and why?

Etc, etc, etc