










The Communication Process

Directions: Fill in the blanks to record the order and sequence of the communication process. The order of the communication process is important. Write the words in the boxes in the order they appear in the communication process. The words are listed in the boxes in the order they appear in the communication process.

Component	Meaning	Example
Source	 The person or organization that sends the message.	The person who sends the message to the receiver.
Encoding		
Channel		
Decoding		
Receiver		
Feedback		
Context		



Seek First to Understand, Then to Be Understood

Directions: Read the scenario and identify the people who need to be understood to move the situation forward. Then, identify the people who should try to listen first to understand.

Read the scenario and identify the people who need to be understood to move the situation forward.



Who needs to be understood to move the situation forward?



Who should try to listen first to understand?

What **PAQ** strategies could be used to understand?
(Paraphrase / Acknowledge / Question)



How could this end in a win-win situation?



Bridges and Barriers Video Clip Sheet

Directions: For each video clip, record the barriers to communication observed in the video.



Bridges Observed



Barriers Observed

Campbell's Soup Video

A Failure to Communicate Video



Perception is Everything Scenarios

Directions: Read the scenario and write to the right of the scenario your response to the situation. Write your response in the space provided.

SCENARIO 1	
Employee's Perspective	Employer's Perspective
Employee Changes	

SCENARIO 2	
Employee's Perspective	Employer's Perspective
Employee Changes	



SCENARIO 3	
Employee's Perspective	Employer's Perspective
Employee Changes	



Note Catcher

Directions: Write down what you see or hear in the notes that you take.



Collaborative Communication
Looks Like



Collaborative Communication
Sounds Like

What are some strong collaborative behaviors you already have?

What are some non-example behaviors you have that you would like to change?



Collaboration 24/7 Note Catcher

Directions: Teams complete one of the four cards to identify the two or three most important practices or processes that do the most to support collaboration in their organization.

Collaboration Examples

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.



Collaboration Gone Wrong!

Directions: You tell us about a time you worked with others on a project or goal. Describe the situation, the people you worked with, the goal you had, and the outcome. Did you reach your goal? What were some difficulties that you had during this collaboration? What caused these difficulties?

Whom did you collaborate with and what did you do or make?

What was the outcome? Did you reach your goal?

What were some difficulties that you had during this collaboration?
What caused these difficulties?



Directions: Complete each sentence by writing the word or phrase from the box that best completes it.

[illegible]

TEAM!	
Select	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> T <input type="checkbox"/> M <input type="checkbox"/>
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Share

Good support/fix time



Deposits and Withdrawals

Directions: □o□ □□t□t□ □□rt □□o□ □□□d o□t□ □o□ □□d□□ □□□t□□□

What are some positive “deposits” that help a relationship grow?

What are some negative “withdrawals” that can damage a relationship?

Deposits +	Withdrawals -



Conflict Table

Directions: Write down the conflict situation in the top left box. Then, write down the outcome of the conflict in the top right box. Finally, write down the outcome of the conflict in the bottom left box. The bottom right box is for your notes.







Win-Win I win and you win 😊 😊	Lose-Win I lose and you win 😞 😊
Win-Lose I win and you lose 😊 😞	Lose-Lose I lose and you lose 😞 😞



Lesson 8 – The Win-Win Approach – Editable PDF

Go for the Win

Directions: Take notes on the four different ways that you can win. Write down the other side of the coin and the outcome of each to determine the *win-win* outcome to the situation.

What is the situation?	
What outcome do you want for the situation?	
What outcome do the other person involved want for the situation?	
What could you give or do for the other person?	
What could the other person involved give or do for you?	
How can you create a win-win outcome for both parties?	



Journal Reflection

1. Can you think of a time when your fast system was in control? Your slow system?
2. What makes the two brains within your brain different, and how do they work together?



Two Brains Working Together Reflection

Difference

Similarity



Reflection Activity: Multitasking

Read each statement and select the option that best reflects your perspective: Strongly Agree, Agree, Disagree, or Strongly Disagree.

- Listening music helps me to study more effectively.

Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>

- I like to have many tabs open when I am surfing the web.

Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>

- I can easily do two things at the same time.

Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>

- I can watch TV and fold laundry at the same time.

Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>



- I can complete my math home-work while talking on the phone.

Agree

☐

Disagree

☐

Strongly
Agree

☐

Strongly
Disagree

☐

- I can read and follow a recipe while updating my Instagram profile and texting friends.

Agree

☐

Disagree

☐

Strongly
Agree

☐

Strongly
Disagree

☐

- I can study for my Spanish test while watching *Dancing With the Stars*.

Agree

☐

Disagree

☐

Strongly
Agree

☐

Strongly
Disagree

☐

- I can safely text and walk down a city sidewalk at the same time.

Agree

☐

Disagree

☐

Strongly
Agree

☐

Strongly
Disagree

☐

- Younger people are better than older people at multitasking.

Agree

☐

Disagree

☐

Strongly
Agree

☐

Strongly
Disagree

☐



Multitasking Experiment

Part 1: Write “Is Multitasking a Myth?” in the Phrase box and write the numbers 1 through 19 in the Numbers box. Record the time you take to finish this exercise.

Phrases	Numbers

Part 2: You will multitask now. Write the phrase and the numbers while singing the Happy Birthday song. Record the time you took to finish this exercise.

Phrases	Numbers



Your Perspective on Multitasking

What ideas do you agree with and why?	What ideas do you disagree with and why?
<p>Hint: Multitasking can be harmful—every year, a lot of people get injured or killed from texting while driving!</p>	<p>Hint: “Kids that are instant messaging while doing homework, playing games online and watching TV, I predict, aren’t going to do well in the long run.”—I often do these things and I get good grades!</p>