

HOW DO WE WELCOME EVERYONE?

Activity 1: Non-verbal communication exercise

How do we meet and greet?

Is there warmth in our body language? How do we express this?

What tone of voice are we using?

Aim: To analyse how non-verbal communication can help us to listen and show we understand

Numbers: Minimum 4 participants

Time Needed: 20 minutes (10 minutes preparation and activity, 10 minutes discussion)

Resources

- 2 rooms or a large enough space to separate groups, in addition enough space for pairs to work together comfortably
- Scenarios for listeners/those listening (see below)
- A flip chart to write up feedback
- Pens for flip chart
- Clock or timer

Steps

1. Ask the group to work in pairs
2. Explain to the group that one will take the role of listener and the other will be the speakers
3. Take all the listeners out of the room or to a space where the speakers cannot hear
4. Give the listeners 3 scenarios and explain that they will need to act each of the scenarios. Ask the listeners to not show the speakers the scenarios
5. Whilst the listeners read the scenarios, go back into the room and prepare the speakers
6. Tell the speakers that when the task starts, they will describe to the listener the most amazing holiday ever (either real or imagined)
7. Bring the group together
8. Explain to the group that there will be 3 scenarios which will last 2 minutes. The speakers will go through each scenario
9. After 2 minutes ask the pairs to stop, the listener will then move onto the next scenario
10. At the end of the activity the facilitator will allow the listeners and speakers to feedback
11. The facilitator will scribe what they have heard onto a flip chart/white board, (using the example below) This will show key factors on how non-verbal communication is important when listening (10 minutes)

Discussion

How did it feel?

What do we need to remember when welcoming someone?

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Scenarios

Scenario 1

Pretend to listen, do not make eye contact, you can fiddle, fidget, sort out mobile phone messages

Scenario 2

Turn your back to the speaker whilst they are talking

Scenario 3

Make a conscious effort to listen focus on using positive body and positive tone of voice

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Example of how to record feedback onto flip chart

Scenario	Listener felt	Speaker felt
1		
2		
3		

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Useful information

Apart from interaction and human contact, communication is also an opportunity to think about how verbal and non-verbal elements match and support what we want to say. For successful communication, all elements need to match.

Think about how a phrase like 'Well done!' or 'Thank you!' can change its meaning with different tones of voice. What you say will become more powerful and genuine when your gestures and tone of voice reinforce the words you choose to use.

Mehrabian's findings

Only 7% of communication is verbal? The other 97% includes visual clues, tone of voice and body language.

Communication model by Albert Mehrabian

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