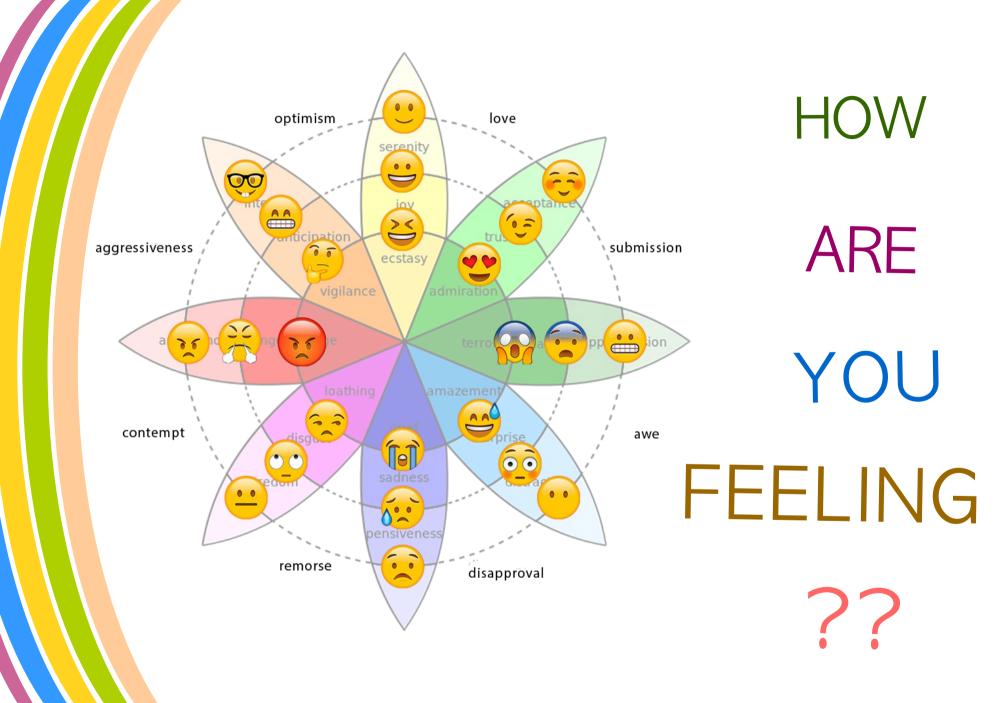


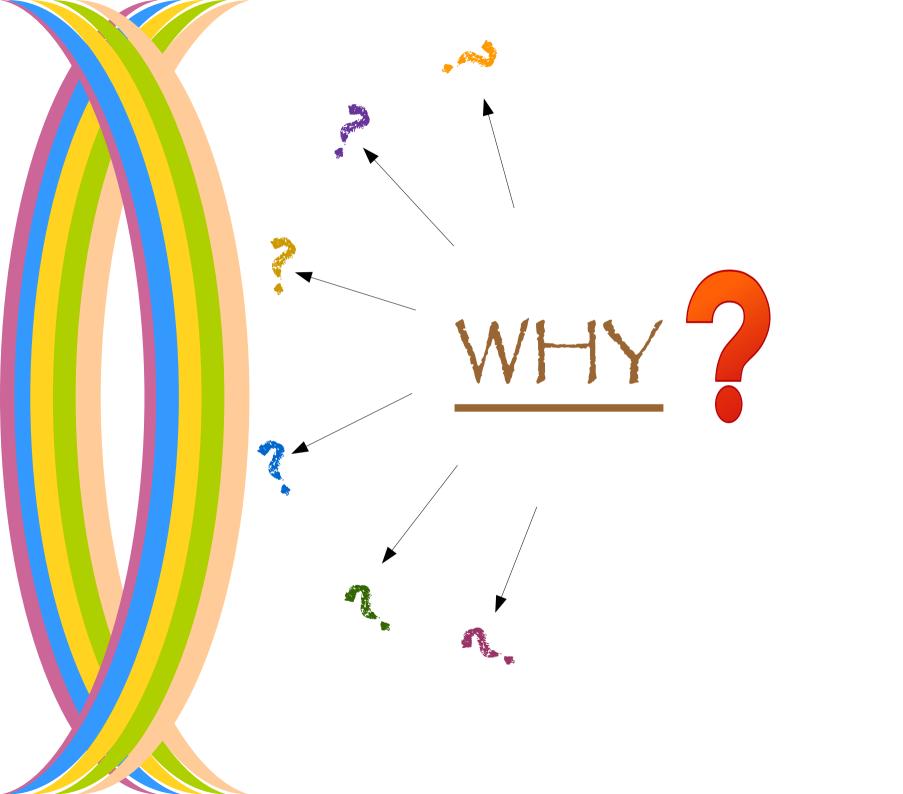


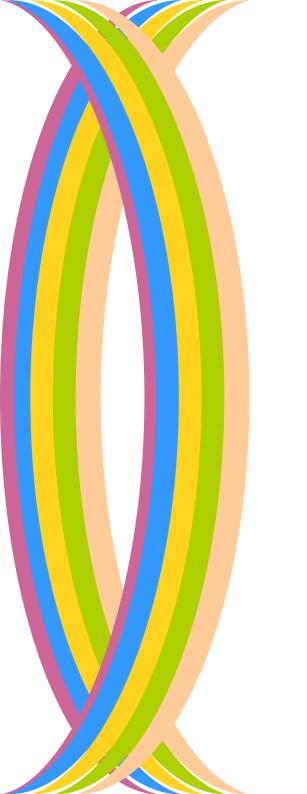
RESOURCE PERSON

Apurva Tripathi is a gold medalist from Delhi University and completed her Masters in Development Studies from The Graduate Institute in Geneva. She is currently working as the Director of Education and Research in Udaya Public School, Ayodhya. She has been a keynote speaker for various organisations, notably The YP Foundation and TARSHI. Her work focuses on Mental Health, gender sensitisation and psychological resilience

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UNDERSTANDING EFFECTIVE COMMUNICATION

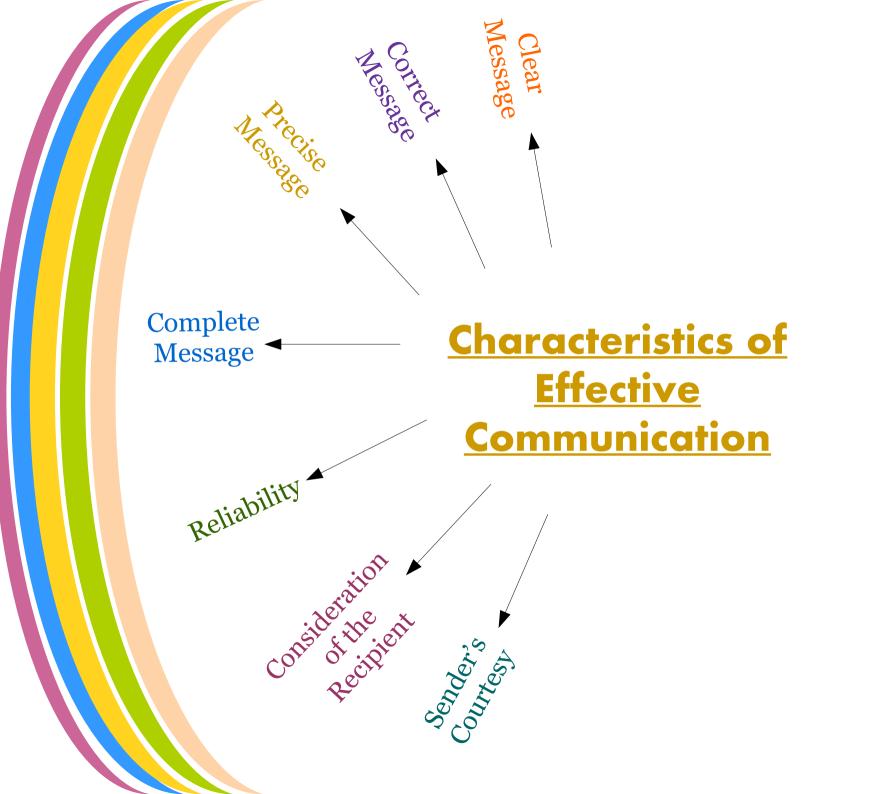
What is effective communication?

Effective communication is
about more than just
exchanging information. It's
about understanding the
emotion and intentions behind
the information

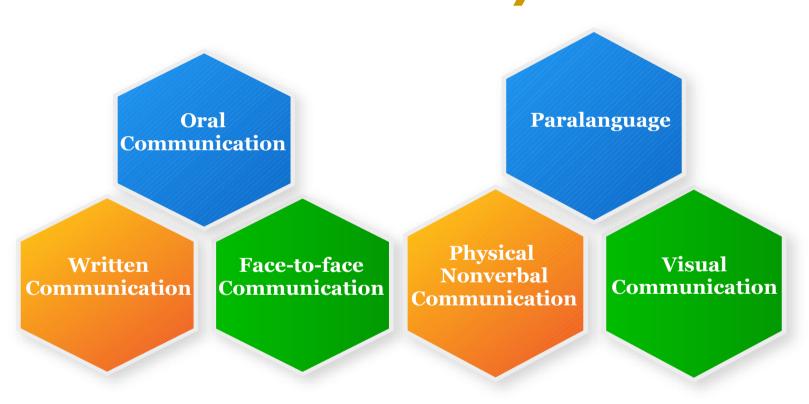
Effective communication sounds like it should be instinctive. But all too often, when we try to communicate with others something goes astray

Learning these skills can deepen your connections to others, build greater trust and respect, and improve teamwork, problem solving, and your overall social and emotional health

The effective communication includes not just the way you use the words but also covers several other skills

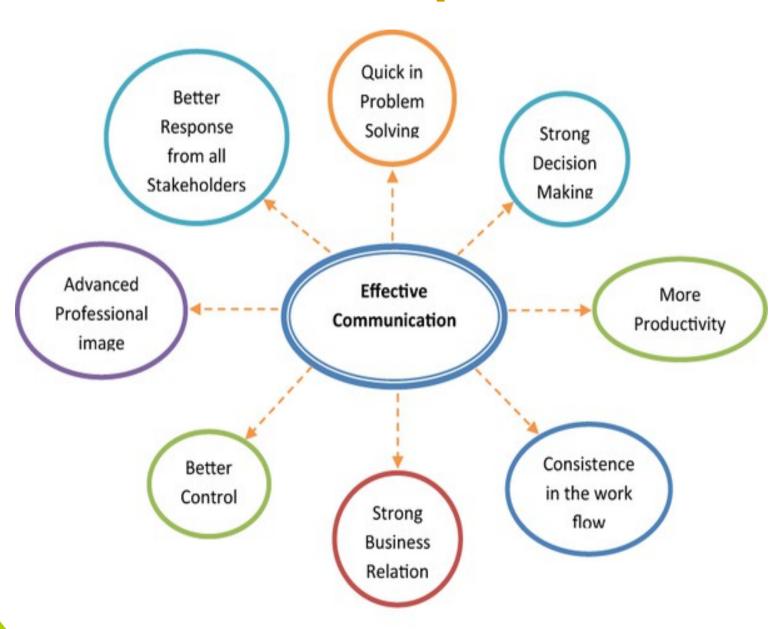


Different Ways to Communicate Effectively





Why effective communication skills are important?



Barriers to effective communication



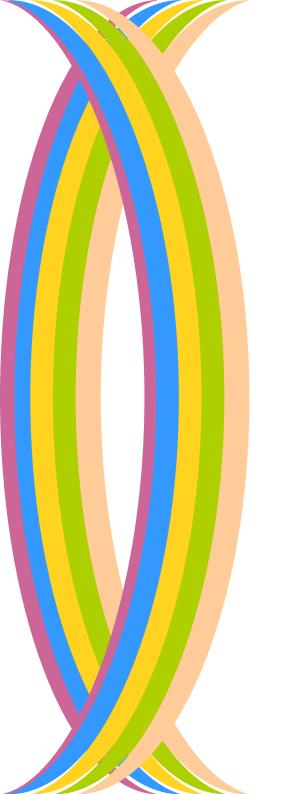
- **✓** Language
- ✓ Ambiguity and Overuse of Abstractions
- **▼** Disorganised Message
- ✓ Information Overload



- Attitudinal Differences
- **✓** Demographic Differences
- **✓** Lack of Common Experience or Perspective
- **✓** Jumping to Conclusions



- **✓** Physical Distance
- ✓ Noise
- **✓** Physiological Barriers



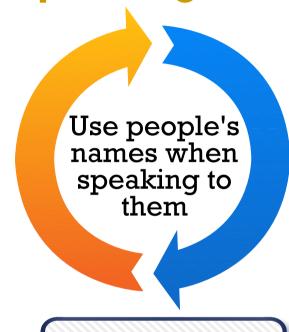


EFFECTIVE COMMUNICATION TECHNIQUES

Tips for effective communication in a peer support group setting



➤ Eye contact with the speaker
helps them know that they
have your attention and you
are listening to what they
have to say



✓ Using your group members'
 names when speaking to them
 helps to build rapport and
 reinforces a sense of
 belonging

Tips for effective communication in a peer support group setting

Address group interaction issues or concerns early

- **✔** Be aware of what is going on around you
 - ✓ If you notice anything concerning, address it

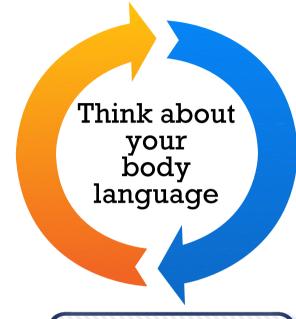


- Remind group members that only one person speaks at a time
 - You can use tools like a 'talking stick' to help facilitate this

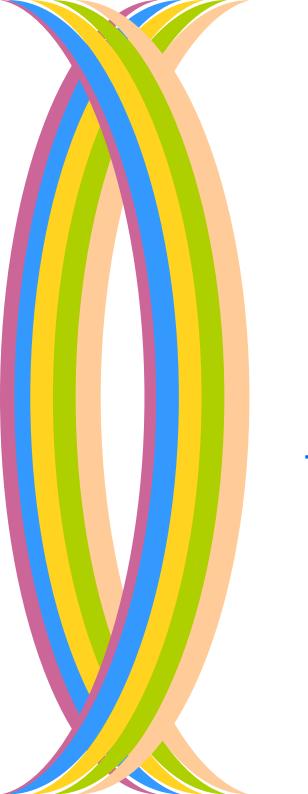
Tips for effective communication in a peer support group setting

Keep conversations on a personal and feeling level

- ✓ When talking about feelings encourage people to use 'I' statements rather that 'you' and 'we' statements
- ✓ Using 'I' statements gives the speaker ownership of their thoughts and feelings.



- ✓ Helpful non-verbal communication techniques include affirmative movements such as nodding your head or smiling, uncrossing your arms.
- ▼ These all indicate
 you are actively listening to the
 speaker





STRATEGIES FOR EFFECTIVE COMMUNICATION IN THE CLASSROOM

8 Strategies that are applicable to each of the contexts that you may encounter





Create a safe learning environment with supportive relationships

Have an open-door policy for students to come and talk to you about any issues, and be empathic and caring when you interact with them at all times

More teamwork

By working in small groups, students are able to share their ideas more easily, and improve their own communication skills



Keep your arms open – do not fold them – and use smiles, nods, and thumbs up to encourage students when they participate.



Active listening

Active listening involves
listening carefully to what your
students say, checking that you
have understood them correctly
building on their ideas, and
challenging or questioning them

8 Strategies that are applicable to each of the contexts that you may encounter



Feedback

Positive feedback (i.e. praise) builds students' confidence – making them more likely to believe that they can succeed



Sense of humour

The use of humour in the classroom has been found to increase learning, selfmotivation, and positive relationships between students and teachers



Technical skills

Using up-to-date teaching aids such as computers, videos, and online resources is another way to keep students engaged and reinforce their understanding



Be clear

Good communication – and good teaching – is about understanding and being understood. For this reason, you should always be clear and unambiguous, and adapt your words to your audience

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THANK YOU





