

DASL Leadership - "Communication"

Topic: Communication

➤ Types of Communication

1. Verbal Communication

This refers to communicating with words whether it is spoken or written. It usually refers to spoken communication

Small discussion: Do you think that general assumptions can affect verbal communication?

Food for thought!

- Don't assume that everyone comes from two parent households, and don't assume that everyone has both a mother father
- Don't comment on people's bodies directly or indirectly. You never know who may be struggling with body image issues.
- Use male and female pronouns interchangeably. When talking about someone in a position of influence (i.e. a professor or administrator), don't always use male pronouns. Conversely, don't always use female pronouns when referring to traditionally female positions (i.e. a nurse or secretary)
- Don't just use student culture references (i.e. celebrities, musicians, trends, ect.) that apply to traditional aged students. Non-traditional students may feel excluded if you do.
- Use examples from a variety of religions and don't take it as a fact that everyone believes in God.

2. Nonverbal Communication

Factual information is often deduced from the words used. As already said, attitudinal information is often assumed from the nonverbal aspects. These include the characteristics of a person's speech such as tone of voice, pace, pauses, inflection, volume, timbre and the like. They also include facial expressions.

Activity 2:

Volunteers would have a debate on opposing sides of a topic. They will speak for about 3 minutes. Everyone would then discuss whether the debater's non-verbals were passive, non-defensive or aggressive based on the list below.

Passive	Non-defensive	Aggressive
small silhouette posture	normal posture	large-silhouette posture
retiring gestures	gestures in place of body	advancing gestures
soft or quivering tone of voice	firm but pleasant tone of voice	demanding tone of voice
anxious expression	normal expression	angry expression
minimal eye contact	frequent eye contact	sustained eye contact

Good/Bad Communication

Good Communication utilizes the positive qualities that have been previously identified.

Bad Communication refers to communication that involves the negative qualities previously identified.

Senior Staff interviewing skit: Senior staff performs a short interview with each other and DASL participants decide whether the actors are exemplifying Good or Bad communication skills