



Introduction

Communication is a vital skill that plays a significant role in our daily lives. It helps us build strong relationships, resolve conflicts, and achieve our goals. In this welcome pack, we will explore how people communicate over short and long distances, and learn about the different modes of communication.

Activity 1: Communication Modes

Match the following modes of communication with their descriptions:

1. Verbal Communication
2. Non-Verbal Communication
3. Written Communication
4. Digital Communication

Descriptions:

1. a) Using words to convey a message
2. b) Using body language, facial expressions, and tone of voice to convey a message
3. c) Using written language to convey a message
4. d) Using technology to convey a message

Answer Key:

1. 1. a) Using words to convey a message
2. 2. b) Using body language, facial expressions, and tone of voice to convey a message
3. 3. c) Using written language to convey a message
4. 4. d) Using technology to convey a message

Activity 2: Communication Scenarios

Read the following scenarios and choose the most effective mode of communication:

1. You want to wish your friend a happy birthday, but you live in different cities.
2. You need to discuss a project with your team members, but you are in different locations.
3. You want to send a message to your family member who lives in another country.

Modes of Communication:

1. a) Phone Call
2. b) Email
3. c) Video Conference
4. d) Social Media

Answer Key:

1. 1. d) Social Media
2. 2. c) Video Conference
3. 3. b) Email

Activity 3: Communication Skills

Complete the following sentences with the correct communication skill:

1. When communicating with someone, it's essential to use _____ to ensure the message is clear.
2. Active listening involves _____ to the other person and asking questions to clarify their message.
3. When communicating in a group, it's essential to use _____ to ensure everyone is heard.

Answer Key:

1. 1. clear and concise language
2. 2. paying attention
3. 3. respectful dialogue

Activity 4: Communication Challenges

Read the following scenarios and identify the communication challenge:

1. You are trying to communicate with someone who speaks a different language.
2. You are trying to send a message to someone, but the internet connection is slow.
3. You are trying to have a conversation with someone, but they are not listening to you.

Answer Key:

1. 1. Language barrier
2. 2. Technological limitation
3. 3. Lack of active listening

Activity 5: Communication Reflection

Reflect on your own communication style and identify areas for improvement. Use the following questions to guide your reflection:

1. What are my strengths and weaknesses in communication?
2. How can I improve my communication skills?
3. What are some challenges I face when communicating with others?

Conclusion

Communication is a vital skill that plays a significant role in our daily lives. By understanding the different modes of communication and developing effective communication skills, we can build strong relationships, resolve conflicts, and achieve our goals. Remember to always use clear and concise language, active listening, and respectful dialogue to ensure effective communication.

Glossary

Verbal Communication: Using words to convey a message

Non-Verbal Communication: Using body language, facial expressions, and tone of voice to convey a message

Written Communication: Using written language to convey a message

Digital Communication: Using technology to convey a message

