



# *Communication Skills*

QLWG  
*Essential Life Skills*  
Unit 10

# QLWG Skills for Life

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# QLWG Skills for Life Series

## THEMATIC UNITS

Competency-based learning meets the needs of all learners. It is important to keep in mind, however, that all learners are different. In order to address the needs and interests of all learners, units have been divided by *Essential Life Skills* and *Individual Life Skills*.

*Essential Life Skills* are important for everyone, while *Individual Life Skills* address the needs and interests of different learners. Once learners have completed the “Essential” units, they may choose a unit that is applicable to their interests and lifestyle.

<b>Essential Life Skills Units</b>	<b>Individual Life Skills Units</b>
1. Orientation Unit 2. Around the Home 3. My Community 4. Being a Canadian Citizen 5. What’s for Dinner? 6. Managing My Money 7. Smart Shopping 8. My Health 9. All About Me 10. Communication Skills 11. Living in Quebec 12. Strategies for Reading 13. Strategies for Writing 14. Strategies for Grammar 15. Strategies for Numbers 1: Understanding Numbers 16. Strategies for Numbers 2: Adding & Subtracting 17. Strategies for Numbers 3: Multiplying, Dividing & Fractions	18. My Hobbies and Leisure Time 19. Employment Skills 20. On the Job 21. My Family 22. Entertainment (music and film) 23. Fitness and the Great Outdoors 24. Getting Around (travel and transportation) 25. Career Exploration 26. Getting My Driver’s Licence 27. Learning in Quebec 28. Living Green 29. Handling Legal Concerns 30. The Retirement Years



# QLWG *Skills for Life Series*

## Communication Skills

### Unit # 10

#### Table of Contents

	page
WELCOME LEARNER!.....	( i )
Introduction.....	1
What I Already Know.....	2
What is Communication?.....	3
Ways to Communicate.....	6
The Media (Communicating to You).....	9
The Art of Communication.....	13
How to Communicate Best (The Art of Communication: Part 1) .....	15
Formal Versus Informal Language.....	17
Written Communication.....	25
How are you doing? .....	28
Telephone Skills.....	29
How to Use Body Language.....	30
General Communication Manners .....	31
Tips for Writing a Personal Letter .....	33
How to Communicate Best (The Art of Communication: Part 2) .....	37
You Can Say A Lot Without Saying Anything at All (article).....	40
My Communication Log.....	43
What I Know Now .....	51
Communication Skills: <b>Learning Checklist</b> .....	53



# WELCOME LEARNER!

This workbook is meant to help you develop important life skills. As you work on different activities, try to see the purpose in what you are doing, stay motivated and enjoy!

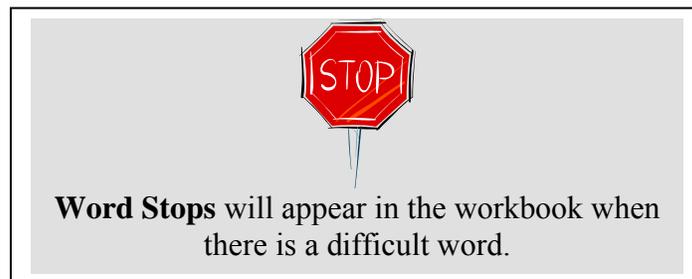
## Things to Look for:

### Checkpoints

You will finish every unit of study with a Checkpoint (in blue). Once you have completed the Checkpoint questionnaire, you will send this document to your distance education tutor. Make sure you fill in the **date, your name, your phone number** and the **distance education tutor's name** on the cover of this document.

### Word Stops

**Word Stops** will explain more difficult words. Look for words in bold print (example: **bold**). A **Word Stop** will follow to tell you what that word means.



## **If you do not understand, follow these steps:**

1. Look at titles and pictures. Do they tell you anything?
2. Try to find the general meaning.
3. Look for Word Stops.
4. Use a dictionary.
5. If you still do not understand, contact your distance education tutor.

## **Before you contact your distance education tutor:**

1. Prepare your questions. What do you want to ask?
2. Give the page number and section title to your tutor so they know where you are.



**“Act the part; walk and talk exactly as if you were already the person you want to be.”**

**~Brian Tracy**

# Communication Skills

"Words are, of course, the most powerful drug used by mankind." ~Rudyard Kipling



## Introduction:

Every day we talk, listen, write, read, point or nod to make our thoughts known to others. All people communicate. Knowing how to communicate well is an important skill. Good communication leads to job success and strong relationships. In this unit, you will explore ways to communicate effectively.

## In this unit, you will:

- look at different ways to communicate.
- think about how communication is important.
- read an article on **effective** communication.
- consider how culture affects communication.
- think about small talk.
- practice sharing your opinion.
- think about body language.
- consider how to communicate in different situations.
- keep a communication log.



### WORD STOP

1. **effective** (ee-fek-tiv): having a good result.

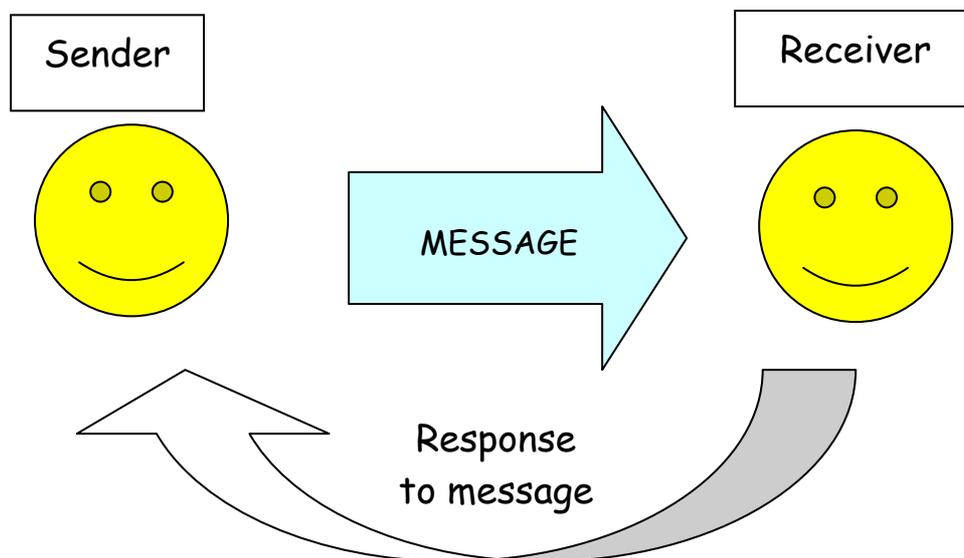


# What is Communication?

To communicate is to share and/or receive thoughts, ideas or feelings. What makes communication possible is a common language. For example, English is a common language that allows us to communicate. Language is a kind of code (written, read, spoken and heard) which allows us to share messages.

## How It Works:

Communication takes place when someone sends a message that is received by another. The way a message is sent affects how it is received and how it is responded to.

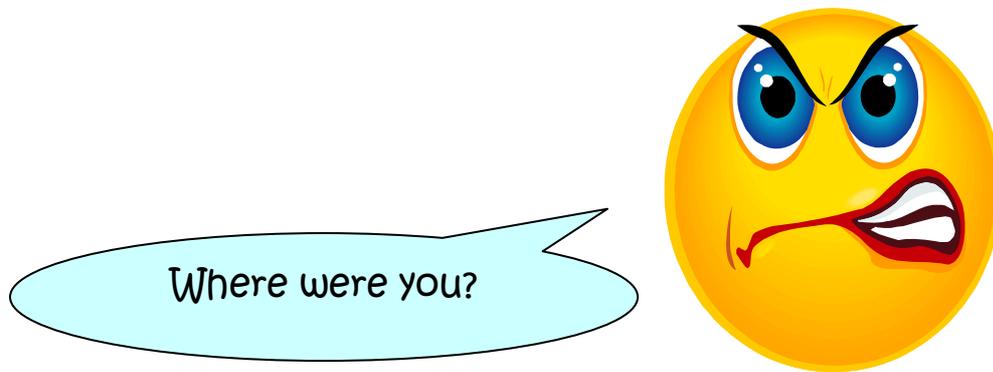


### EXAMPLE:

If Bob wants to communicate a message to Bill, he will use language to do so. The way he uses that language will affect how it is received. If Bob frowns and speaks angrily, Bill may not want to hear what Bob has to say. But if Bob smiles and speaks calmly, Bill will probably be more receptive to his message.

**ACTIVITY:**

Examine the following examples to see how a message is affected by the way it is delivered.



**REFLECTION:**

1. What is the difference between the “Where were you?” questions (above)?

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2. How is the message affected by the facial expressions?

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## Not Just Language

We don't communicate with written and spoken language alone. We also communicate with facial expressions, body language and eye contact. These ways of communicating can greatly affect how a message is received.

## Why Communication is Important

Communication allows us to create good relationships with the people around us. The way we get along with friends, family, co-workers, bosses, teachers or even strangers, depends on how we communicate.



"To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others."

~Anthony Robbins

# Ways to Communicate

There are different forms of communication. Each involves the sending and receiving of a message. The form of communication you use will depend on your reason for communicating.



## Face-to-Face Communication

Face-to-face communication is very expressive. Body language and facial expressions are part of the message.

## Telephone Communication

Telephone communication allows us to communicate from a distance. The tone in a person's voice affects the message in telephone communication.



## Written Communication

Written communication is all around us. Whenever you read something, you are receiving a written message. When you write someone, you are sending a message. The reason for writing affects the style and form of such communication.

## Internet Communication

Communicating with the Internet allows us to send and receive messages all over the world. Because we do not usually hear or see the person we are communicating with, it can be more difficult to determine the tone of Internet messages.



## Listening

Listening is very important for effective communication. When someone says something to you, you should listen carefully for the message. This will allow you to respond in the right way.

## Body Language, Tone and Facial Expressions

Body language, tone and facial expressions are also ways of communicating. They can either stand on their own as a message or they can add to a spoken message.

For example, when a person gives you a thumbs-up sign, you understand that they mean “good job” or “go ahead”.



**REFLECTION:**

1. Provide three examples of how you communicate every day.

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2. Which ways of communicating do you prefer? Explain.

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3. How is communication important in your life? Be specific.

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"Communication is not only the essence of being human, but also a vital property of life."  
~John A. Piece

# The Media (Communicating to You)



The media is all around us. Every day we receive messages when we watch television, listen to the radio, use the Internet and/or read magazines, books or newspapers. Because the media is everywhere, it is a good idea to think about the kind of messages you are receiving.

## You should ask yourself:

1. What is the message?
2. Who is sending this message?
3. Why is this message being sent?



### WORD STOP

1. **media** (mee-dee-ah): mass communication like radio, television, newspapers and magazines that reaches or effects people.

**REFLECTION:**

1. What kind of media are you exposed to every day?

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2. Do you ever think about the messages you receive from the media? Why or why not?

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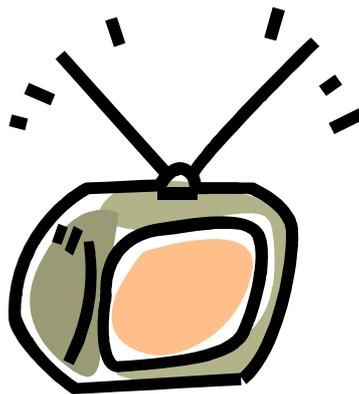
3. What kind of effect do you think the media has on people?

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"The media's the most powerful entity on earth. They have the power to make the innocent guilty and to make the guilty innocent, and that's power. Because they control the minds of the masses."

~Malcolm X

**ACTIVITY:**

Analyze a message from the media.

**STEP 1:**

Choose a form of media that you wish to use for this activity:

- Television
- Newspaper
- Magazine
- A book
- Internet

**STEP 2:**

Identify a message from this form of media. For example, if you choose to watch the evening news, you may hear a news report. You should ask yourself:

1. What is this message?
2. Who is sending this message?
3. Why is this message being sent?

**STEP 3:**

Complete the Media Communication Questionnaire on the next page.

**PURPOSE:**

You are faced with media communication every day. This activity will help you to listen for messages in the media.



# Media Communication Questionnaire

1. What form of media communication did you choose? Why?

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2. What is the message?

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3. Who is sending this message?

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4. Why is this message being sent? Be specific.

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## REFLECTION:

Why should you think about messages that are being sent to the public?

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# The Art of Communication

Different situations call for different ways of communicating. For example, you probably communicate differently with old friends than you do with a stranger.

You should think about the way you communicate in different situations for the following reasons:

1. It can affect someone's opinion of you.
2. It can affect the message you want to send.
3. It can help you to move forward in your career.
4. It can help you to make new friends.
5. It can help you to share ideas and opinions.
6. It affects how others communicate back.



## Some Ways We Communicate:

- Professionally
- **Casually**
- Friendly
- Confidently
- **Inquisitively**
- **Sternly**
- Angrily
- Happily
- Lovingly



## WORD STOP

1. **casually** (kazh-oo-uhl-ee): without serious intent.
2. **inquisitively** (in-kwiz-i-tiv-lee): with curiosity (i.e. asking questions).
3. **sternly** (sturn-lee): in a firm or strict manner.

## REFLECTION:

How should a person communicate to discipline a naughty child?

---

How should a person communicate in a job interview?

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**ACTIVITY:**

Answer the questions on “How to Communicate Best” (on the next two pages).

**STEP 1:**

Examine the different situations in the “How to Communicate Best” chart on the next page.

**STEP 2:**

Explain how the person should communicate best. Be specific!

**PURPOSE:**

The way we communicate makes a big difference in our relationships with others. This activity will get you thinking about how different communication is needed for different situations.



“There is nothing so annoying as to have two people talking when you're busy interrupting.”

~Mark Twain

# How to Communicate Best

## (The Art of Communication: Part 1)

*For each situation in the chart below, describe what you think would be the best way to communicate.*

<b>Situation</b>	<b>How to Communicate Best</b>
1. Your best friend calls you. He/she is very upset about something.	
2. You are at a job interview. You really want the job. Your potential employer asks you about yourself.	
3. You are walking to work and a stranger asks you for directions.	
4. It's Saturday night – you are out with your friends. You are talking about old times.	
5. You have a meeting with your boss to discuss your future with the company.	

<b>Situation</b>	<b>How to Communicate Best</b>
6. You are at lunch with an old friend. He asks for your advice on a serious matter.	
7. Your teacher reminds you about an exam.	
8. The mother of a close friend dies and you want to send your condolences.	
9. Your boss calls to see if you can fill in for a co-worker on your day off.	
10. You are at a friend's wedding. You are sitting next to a nice elderly couple. They ask you how you know the bride and groom.	

# Formal Versus Informal Language

Language shows how we feel about the people we are communicating with. When we communicate with old friends, for example, we often use **informal** language. On the other hand, we usually use more **formal** language when speaking to someone in position of authority (like a boss).

The language you use affects the messages you send as well as how you are seen by others. In this section, you will examine the difference between formal and informal language so that you can make good communication choices.



## WORD STOP

1. **informal** (in-for-mul): casual and familiar, as with family or friends.
2. **formal** (for-mul): serious and professional, as in a job interview.

# When to Use Formal and Informal Language:

## Formal language should be used in serious situations:

- Interviews
- Meetings
- Ceremonies

## Informal language is used in relaxed situations:

- Parties
- Chats with friends
- Barbeques

## What's the Difference?

### Formal language:

Even when spoken, formal language follows the grammar rules of Standard English (see Units 12, 13 & 14: *Strategies for Reading; Strategies for Writing; and Strategies for Grammar*). Sentences are clear and well stated.

### Informal language:

Informal language does not always follow the rules of English grammar. Sentences may be loosely connected. Using **slang** and **contractions** are informal ways of communicating.



### WORD STOP

1. **slang** (slang): colourful words or sayings (usually used in a certain region or by a certain group).
2. **contraction** (kon-trak-shun): when words are shortened. For example: “She is” becomes “she’s”.

## FORMAL AND INFORMAL LANGUAGE:

Formal	Informal
"Yes, that would be nice."	"Yup, okay."
"I understand."	"I get it."
"I'm exhausted."	"I'm bagged."
"That is unfortunate."	"Bummer!"

## Contractions

Words are often contracted in English. In the following section, you will discover different **contractions**. You will also find out when they should and should not be used.

### NOTE:

Contractions usually take an apostrophe (') in place of the missing letter.

### EXAMPLE 1:

- Who is at the door? (**not contracted**)
- Who's at the door? (**contracted**)

### EXAMPLE 2:

- You are late. (**not contracted**)
- You're late. (**contracted**)

### EXAMPLE 3:

- I have not seen him. (**not contracted**)
- I haven't seen him. (**contracted**)

# Most Common Contractions

The contractions in the following table are commonly used. They are appropriate when talking but should not be used in professional letters or essays.

Non-Contracted Form	Contracted Form	Non-Contracted Form	Contracted Form
are not	Aren't	you have	you've
cannot / can not	can't	you will	you'll
could not	couldn't	you would / you had	you'd
did not	didn't	He is / he has	he's
does not	doesn't	He will	he'll
do not	don't	He would / he had	he'd
has not	hasn't	she is / she has	she's
have not	haven't	she will	she'll
had not	hadn't	she would / she had	she'd
is not	isn't	it is / it has	it's
should not	shouldn't	it will	it'll
were not	weren't	we are	we're
will not	won't	we have	we've
would not	wouldn't	we will / we shall	we'll
I am	I'm	we would / we had	we'd
I have	I've	they have	they've
I will / I shall	I'll	they will	they'll
I would / I should / I had	I'd	they would / they had	they'd
		you are	you're

Contractions are often used when we speak. Be careful with contracting words when writing.

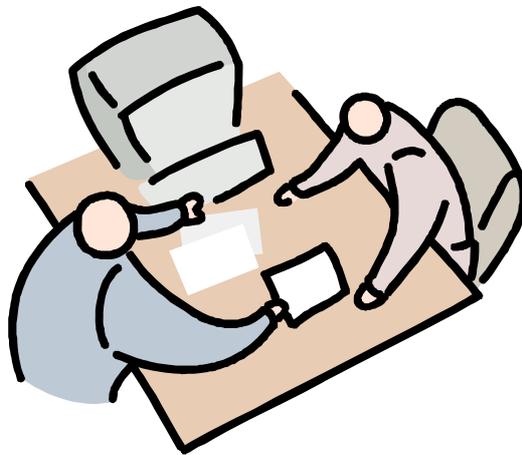


# Informal Contractions

Informal contractions are short forms of words that are not appropriate for all situations. They are commonly used, but do not sound very professional. They should be restricted to when we are speaking fast with friends or family.

## EXAMPLES:

- “Gonna” is an informal contraction of “going to”.
- “Wanna” is an informal contraction of “want to”.
- “Gimme” is an informal contraction of “give me”.



**Informal contractions and slang should not be used  
in writing or formal situations!**

While contractions like “gonna” are often used when speaking in English, you should pay attention to when you use them.

# Common Informal Contractions

Note that informal contractions do not usually use apostrophes (').

Proper Forms	Slang
➤ <i>What are you going to do?</i>	➤ <i>Whatcha going to do?</i> ➤ <i>Whatcha gonna do?</i>
➤ <i>Do you want a drink?</i>	➤ <i>Do you wanna drink?</i> ➤ <i>D'you wanna drink?</i> ➤ <i>D'ya wanna drink?</i> ➤ <i>Ya wanna drink?</i> ➤ <i>Wanna drink?</i>
➤ <i>I am not sure.</i> ➤ <i>She is not finished.</i>	➤ <i>I ain't sure.</i> ➤ <i>She ain't finished.</i>
➤ <i>Give me your keys.</i> ➤ <i>Can you give me a hand?</i>	➤ <i>Gimme your keys.</i> ➤ <i>Can you gimme a hand?</i>
➤ <i>I am not going to tell you.</i> ➤ <i>What are you going to do?</i>	➤ <i>I am not gonna tell you.</i> ➤ <i>What are you gonna do?</i>
➤ <i>He is kind of cute.</i>	➤ <i>He's kinda cute.</i>
➤ <i>Let me do it!</i>	➤ <i>Lemme do it!</i>
➤ <i>I have to go.</i>	➤ <i>I gotta go.</i>

These informal contractions are *not* "correct" English. Do not use informal contractions in letters, homework, meetings with your boss, interviews, at a bank, at special occasions, etc.



**ACTIVITY:**

Identify whether the language is formal or informal and explain whether it is appropriate for each situation.

**STEP 1:**

Look at the sample situation and the language that is used.

**STEP 2:**

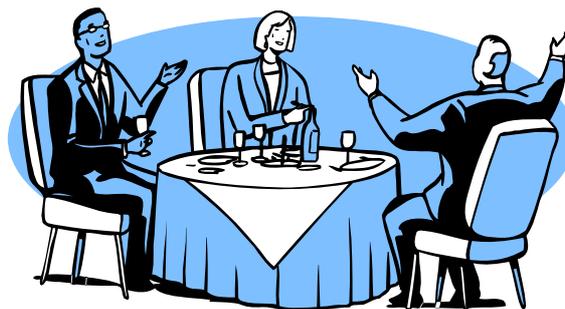
State whether the language is formal, informal and whether it is appropriate.

**PURPOSE:**

This activity will help you to identify when to use different ways of communicating.



Scenario	Formal or informal situation?	Is the language appropriate for the situation?
Bob greets a perspective employer by shaking her hand and saying, "Hello, nice to meet you."		
Jill runs into an old friend and says, "Hey! Wassup?"		
Jack asks a veteran, "What the heck was the war like?" at a Remembrance Day ceremony.		
Carol is at a restaurant. She says, "Could I have more ketchup please?" to her waitress.		
A stranger asks Sam for directions and he answers, "Dunno how to get there."		



# Written Communication

## Formal Letters:

A formal letter should not have any slang or contractions. Start by including the date at the top. You should also sign your name at the bottom of the letter.

- Begin your letter with *Dear Mr. / Ms.*
- End it with *Yours sincerely* or *Yours faithfully*.

## SAMPLE FORMAL LETTER:

May 17, 2009

Dear Mrs. Henry,

I would like to thank you for meeting with me last week. I appreciate your time at such a busy time of year.

Our meeting reinforced my desire to work for your company. I am very interested in working with such a professional and organized team.

Please do not hesitate to contact me so that we may further discuss my potential contributions to your business.

Yours sincerely,

*Sara Woodbury*

Sara Woodbury

**Informal Letters:**

An informal letter can use contractions. You can start an informal letter any way you like. *From*, or *Lots of love* are often used at the end of an informal letter. They are often signed with a first name or a nickname (the last name is not included).

**SAMPLE INFORMAL LETTER:**

Hey Greg,

How's it going? It was great seeing you last weekend. I had a blast! You're such a prankster. I loved the joke you played on my sister. Don't worry though, she wasn't angry with you.

I really wanted to thank you for the awesome gift. A crib board was a great idea! We'll have to get together and have a game sometime soon.

Take care buddy! Talk to ya soon.

Dave

**FOLLOW-UP ACTIVITY:**

Underline all examples of informal language in the above letter.

**REFLECTION:**

What makes this letter more informal than the formal letter (on page 25).

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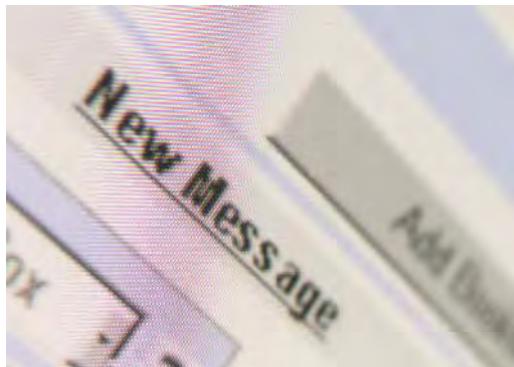
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## What About Email?

### IMPORTANT!

The same rules apply to writing emails. Think about whom you are writing to and why and then write using appropriate language.

Only use informal language or slang  
with close friends!



"The art of communication  
is the language of leadership."  
~James Humes

### REFLECTION:

Provide examples of when you should use formal and informal language in writing.

Formal Writing	Informal Writing

# How are you doing?



**Complete the questionnaire to keep track of your learning.**

1. Have you completed all reading and activities to this point? (*Circle your answer.*)

**Yes**

**No**

2. If you answered “No”, explain what you did not complete and why.

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3. What was easy and why?

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4. What was difficult and why?

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5. General comments. (*Do you have any comments on the work that you have done?*)

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# Telephone Skills

The telephone is a very popular and widely used form of communication. This is why telephone skills are very important.

## Tips for Talking on the Telephone:

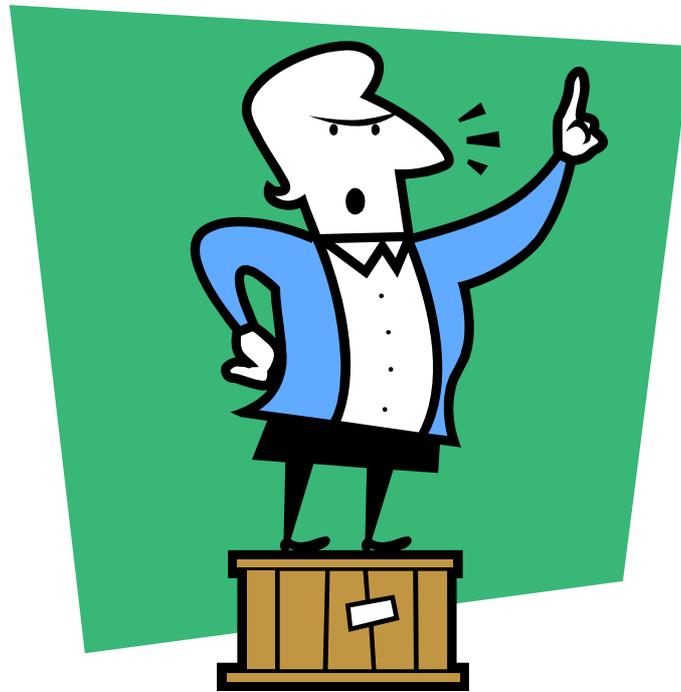
1. Present yourself when you call someone. Do not assume that someone will know who you are from your voice.
2. Check your messages every day. Whether you have a cellphone or a landline, it is important to know who is calling you and why.
3. Return calls right away. It is impolite (and unprofessional) to not respond to a message.
4. Use a warm and friendly tone.
5. When you leave a message, say who you are, why you are calling and explain how you can be reached.
6. Have a paper handy when you are making a call.
7. Shut off your cellphone in meetings, restaurants and other public places like a movie theatre. It is rude and distracting to hear someone's cellphone when you are dining or trying to enjoy a movie.
8. If you take a message for someone else, get all the details and make sure the person gets the message.



# How to Use Body Language

Body language says a lot about you. Firmly shaking someone's hand, standing tall and looking someone in the eye when they speak sends the message that you are confident.

Think about the message that your body language is sending. For example, when you cross your arms in front of you, you send the message that you do not want to be bothered. This may stop people from talking to you. If you want to appear friendly, use body language that says you're warm and friendly.



"Body language is a very powerful tool. We had body language before we had speech, and apparently, 80% of what you understand in a conversation is read through the body, not the words."

**~Deborah Bull**

# General Communication Manners

## What to do when you see RSVP on an invitation:

RSVP comes from the French expression "répondez s'il vous plaît", meaning "please respond". When you see this on an invitation, it means you should respond to it. Responding to an invitation is polite because it lets people know how many people to expect and how much they will need to serve.

## Listen when someone is talking to you. Show interest.

Listening is a very important part of communication. Whether you are sending or receiving a message, make sure you do your job well.

## Think about what you want to say, and then say it.

We avoid errors in language and messages when we think about what we want to say in advance. This is an easy technique that will help you to send clear messages.



"If you start a conversation with the assumption that you are right or that you must win, obviously it is difficult to talk."

~Wendell Berry

**ACTIVITY:**

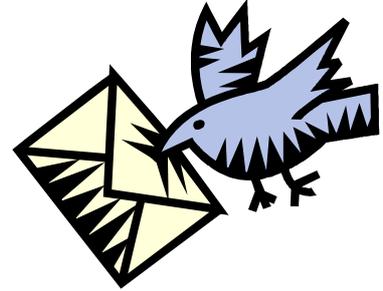
Use formal and informal language to write the following letters:

**LETTER 1:**

A letter of sympathy to a co-worker whose mother has just passed away.

**LETTER 2:**

A thank-you letter to a friend for a birthday gift.

**STEP 1:**

Prepare for writing by reviewing the tips for writing a personal letter on the next page.

**STEP 2:**

Once you have decided how and what you will write, write your letters on pages 34 and 35.

**STEP 3:**

Re-read your letters and check for errors. Make sure your sentences are clear and that you use appropriate language.

**STEP 4:**

**This is an important step.**



Prepare a good copy of each letter to send to your distance education tutor. Send it with your Checkpoint questionnaire.

**PURPOSE:**

This activity will help you to write appropriately for different situations.

## Tips for Writing a Personal Letter

Personal letters include friendly letters to friends or family members, thank-you letters and sympathy letters.

It is important to keep in mind that the impression left by such a letter is key for the success of the message. If your letter has the wrong tone, has grammatical or spelling errors, or is poorly structured, then your message will not be very clear.

**Use these personal letter writing tips to help you to write good personal letters:**

- Put the date in the top right hand corner.
- Start with “Dear”, followed by the recipient’s name.
- Use proper grammar, punctuation and capitalization.
- End your letter with “Your friend”, “Yours truly” or “Sincerely,” followed by your name.

### Sample Personal Letter

July 16, 2010

Dear Sam,

It feels like such a long time since the last time I saw you. I just wanted to write a quick letter to let you know that I’m thinking of you.

So far my summer has been great! On the weekdays I work at a local shop on the waterfront. The pay isn’t great but I love the job. I hope your summer has been going well too. I can’t believe there’s only a month and a half left.

You will have to get in touch with me as soon as you get back into town. I can’t wait to hear about your summer travels.

Your friend,

Lee





**ACTIVITY:**

Review your “How to Communicate Best” answers in the chart on pages 15 and 16 and then change or add to the ways to communicate based on what you have learned.

**STEP 1:**

Review your original answers. Decide if your answers could be better.

**STEP 2:**

Update your answers in the fresh “How to Communicate Best” chart (on the next two pages).

**PURPOSE:**

This activity will help you to see what you know and what you know now.



# How to Communicate Best

## (The Art of Communication: Part 2)

*Look at your original answers on pages 15 and 16. Update your responses based on what you have learned. Describe what you now think would be the best.*

<b>Situation</b>	<b>How to Communicate Best</b>
1. Your best friend calls you. He/she is very upset about something.	
2. You are at a job interview. You really want the job. Your potential employer asks you about yourself.	
3. You are walking to work and a stranger asks you for directions.	
4. It's Saturday night – you are out with your friends. You are talking about old times.	
5. You have a meeting with your boss to discuss your future with the company.	

<b>Situation</b>	<b>How to Communicate Best</b>
6. You are at lunch with an old friend. He asks for your advice on a serious matter.	
7. Your teacher reminds you about an exam.	
8. The mother of a close friend dies and you want to send your condolences.	
9. Your boss calls to see if you can fill in for a co-worker on your day off.	
10. You are at a friend's wedding. You are sitting next to a nice elderly couple. They ask you how you know the bride and groom.	

**REFLECTION:**

Have your answers changes much? How so?

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**ACTIVITY:**

Read the article, “You Can Say A Lot Without Saying Anything at All” (on the next page).

**STEP 1:**

Before reading, prepare for reading by scanning the article. Look for familiar words. Try to get a feeling for what the article is about. Then ask yourself what you already know about the topic.

**STEP 2:**

Use your reading strategies to help you read the article. Circle all new or difficult words. Keep track of these words in your *Quick-Word Handbook*.

**PURPOSE:**

This article will get you thinking about how we can send messages without using words.

**SCANNING AND PREDICTING**

Scan the article for key words. What do you think this article is about?

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# You Can Say A Lot Without Saying Anything at All

by Victoria Wolfe



Have you ever heard the old saying, “It’s not what you say, it’s how you say it.” It’s true! As human beings, we are constantly communicating with one another.

Although we obviously convey meaning through language, studies have shown that 65% to 90% of a message’s meaning is also expressed by non-verbal clues. Non-verbal communication, also known as “body language”, can be anything from a gesture, a facial expression, eye contact or a posture. Even something as simple as a handshake can say a lot about you. For example, Janet, a former stay-at-home mom, is trying to get back into the work force. When Janet meets a prospective employer for the first time, she makes direct eye contact and shakes his or her hand firmly while smiling warmly. This tells people she is friendly, respectful and confident, all marks of a good employee. Janet also “listens” with her eyes when she is communicating with other people. She takes cues from the other person she is conversing with by watching their expressions. If someone looks puzzled or confused, she stops and clarifies what she is saying. Janet is a good communicator.

As good as Janet is at communicating, she sometimes makes mistakes. Once when

Janet was meeting a young Japanese girl named Akiko, she assumed that Akiko was being disrespectful because she would not look her in the eye while speaking to her. At the time, Janet was offended but she later learned that in some Asian cultures, lack of eye contact is a sign of respect, especially towards an elder. People from North America sometimes assume that the non-verbal cues they use are universal, however, this is not always the case. Expressions, gestures and eye contact can vary greatly from culture to culture. Whereas some people from certain Asian cultures may cause mistrust because of their lack of eye contact, someone from another culture, like Indian or Arabic culture, may cause discomfort because of their direct gaze. It’s important to keep these cultural differences in mind while communicating with people from diverse backgrounds. Also be mindful of your own expressions and gestures when dealing with others. Remember, you can say a lot when you say nothing at all!



**REFLECTING ON READING:**

1. What is this article about?

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2. How does Janet use body language for communication?

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3. Do you think body language is important? Explain.

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4. Make a list of five new or difficult words in this article.

1.
2.
3.
4.
5.

5. How did you find the meaning of these words?

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**ACTIVITY:**

Keep a communication log for one week.

**STEP 1:**

Keep track of the different forms of communication in your life for one full week. Take note of communication that you send and receive. You must provide five examples for each day. Provide specific examples!

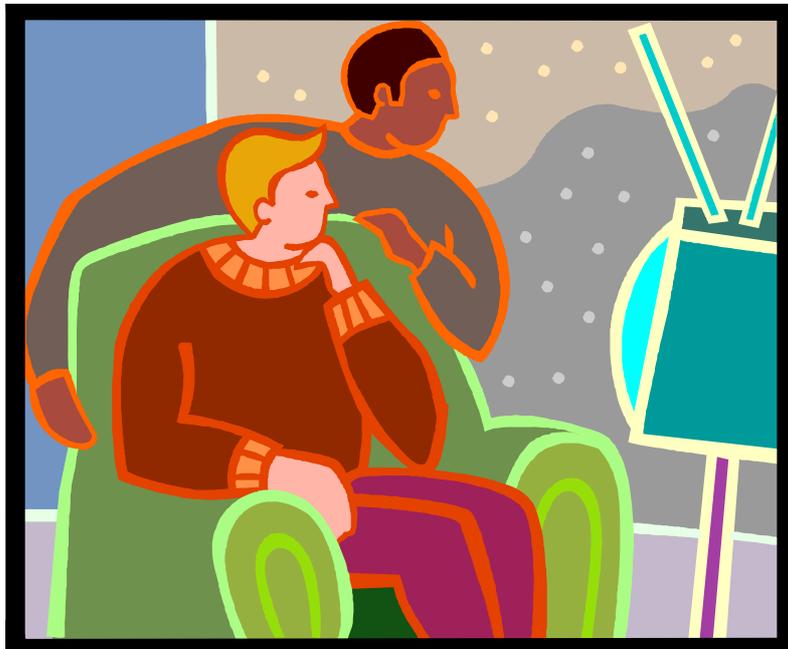
Write all your observations in the log (next seven pages).

**STEP 2:**

Reflect on your observations.

**PURPOSE:**

This activity will help you to see how communication affects your everyday life.



# My Communication Log

## Example:

Form of Communication	Sender/Receiver	Observations/Comments
Family Meeting	I was the receiver.	I listened closely. The message was to keep supporting my sister who has been having a tough time lately.

Day 1:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments

Day 2:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments



Day 3:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments



Day 4:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments



Day 5:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments



Day 6:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments



Day 7:

Date: \_\_\_\_\_

Form of Communication	Sender/Receiver	Observations/Comments









# Communication Skills

## Learning Checklist

Check off each item on this list that you can do as “ACHIEVED”. If you feel that you have to improve on something, check “IN PROGRESS”. Review your Learning Checklist with your tutor.

<b>COMPETENCIES</b> <b>What I can do.</b>	<b>IN PROGRESS</b>	<b>ACHIEVED</b>
1. I can say what communication is.		
2. I can explain how a message is sent.		
3. I explain how body language and tone affect how a message is received.		
4. I can describe different ways that communication is used in my life.		
5. I can say why communication is important.		
6. I can describe different ways to communicate.		
7. I can use different forms of communication.		
8. I can use communication that is right for the situation.		
9. I can say when to use different forms of communication.		
10. I can analyze media communication.		
11. I can describe formal language.		
12. I can describe informal language.		

<b>COMPETENCIES</b> <b>What I can do.</b>	<b>IN PROGRESS</b>	<b>ACHIEVED</b>
13. I can say when to use informal and formal language.		
14. I can say what a contraction is.		
15. I can say when to use a contraction.		
16. I can write a formal letter.		
17. I can write an informal letter.		
18. I can say how to be polite on the phone.		
19. I can reflect on how to use communication in different ways.		
20. I can say when to use formal and informal emails.		
21. I can say what RSVP means.		
22. I can keep a one-week communication log.		
23. I can analyze my log.		
24. I can reflect on what I learned.		
25. I can say how communication affects my everyday life.		
26. I can scan an article for key words.		
27. I can predict by scanning for key words.		
28. I can apply what I learned to my everyday life.		

The

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