

The background is a light blue gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The text is centered in the middle of the page.

WORKING IN TEAMS

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LISTENING EXERCISE

- DIVIDE INTO GROUPS OF THREE
 - THE TALKER: COMMUNICATES THOUGHTS AND FEELINGS FOR 5 MINUTES
 - THE LISTENER: ENCOURAGE THE TALKER
 - THE OBSERVER: NOTES WHAT THE LISTENER DID TO ENCOURAGE OR HINDER THE TALKER
- AFTER EACH FIVE MINUTES THE OBSERVER REPORTS AND THE THREE DISCUSS

ADVICE FOR LISTENER

- GET COMFORTABLE AND RELAX
- LOOK AT THE TALKER AND CONCENTRATE YOUR ATTENTION
- USE OPEN QUESTIONS E.G. “HOW DID YOU FEEL ABOUT THAT?”
- DO NOT TALK ABOUT YOUR OWN EXPERIENCES
- DO NOT TALK TOO MUCH
- IF NOT CLEAR SUMMARISE WHAT YOU THINK THEY HAVE SAID

TOPICS

- MY WORST HOLIDAY
- SOMETHING THAT UPSET ME LAST WEEK
- ONE OF MY PET HATES
- SOMETHING I AM NOT LOOKING FORWARD TO

PERSONAL NEEDS & GOALS

- **NEED TO BELONG:** THE NEED TO BE PART OF SOMETHING WORTHWHILE, AND BIGGER THAN ONESELF.
- **NEED TO CONTRIBUTE:** THE NEED FOR THE SATISFACTION OF KNOWING THAT WHAT ONE HAS DONE HAS MADE A SIGNIFICANT CONTRIBUTION TO THE WORK IN HAND.
- **NEED FOR STATUS:** THE NEED TO HAVE THE RECOGNITION FROM OTHERS OF YOUR WORTH AND VALUE TO THE WORK.
- **NEED FOR ACCEPTANCE:** THE NEED TO KNOW THAT YOU AS A PERSON ARE ACCEPTED WITH ALL YOUR FAULTS, AND LIKED BY OTHERS

NEEDS CONTINUED...

- **NEED FOR FULFILMENT:** THE NEED TO BE CREATIVE, TO REALISE FULLY ONE'S OWN INTELLECTUAL POTENTIAL.
- **NEED FOR SAFETY:** THE NEED TO FEEL SECURE, AND KNOW THAT YOUR POSITION AND ABILITY TO SATISFY OTHER NEEDS IS NOT THREATENED

COMMUNICATION

- **TONE OF VOICE:** CAN IMPLY SCORN, PITY, CONFIDENCE
- **STYLE:** “UMS” AND “ERS” CAN SUGGEST ANXIETY OR FEAR
- **WORDS:** USE OF TECHNICAL WORDS TO IMPLY “I AM AN EXPERT!”, “YOU ARE STUPID”
- **FACIAL EXPRESSIONS:**
- **GESTURES:** WITH HANDS AND ARMS
- **SPATIAL SEPARATION:** YOU ARE NOT PART OF THE GROUP

COMMUNICATION CONTINUED...

- **POSTURE:** “I AM NOT INTERESTED IN THIS...”
- **CONTEXT:** THE MEANING CAN CHANGE DEPENDING ON THE SETTING

ENCOURAGING COMMUNICATION

- **BEING GENUINE:** DO NOT SMILE AND PRETEND TO BE NICE WHEN YOU ARE FEELING ANGRY
- **SELF-ACCEPTANCE:** ACCEPT THAT YOU MIGHT BE BORED OR ANGRY?
- **ACCEPTING ANOTHER:** EVERY ONE IS DIFFERENT AND THEY HAVE A RIGHT TO THEIR BELIEFS AND VIEWS
- **EMPATHY:** DO NOT JUDGE, TRY TO UNDERSTAND HOW IT IS FOR THEM WITH THEIR DIFFERENT EXPERIENCE OF LIFE