Session 7: Professional in-person communication

Work through the CHAPTER ON the Professional in-person communication

Chapter taken from the Complete Guide To The Level 5 Diploma In Education And Training (2020). 

ACTIVITY

Work through the critical questions within the chapter and answer the questions below.

1. In one or two sentences provide a definition of communication.
2. What are the implications of rules of communication and why are they important?
3. What are the components of Shannon and Weaver’s model of communication?
4. What are the similarities and differences between Berlo’s model of communication and that proposed by Shannon and Weaver?
5. What is an advantage and what is a disadvantage of providing feedback using a range of methods?
6. What is the difference between kinesics and para-language?

Activity – Reflection Task

Consider some feedback that is communicated to a learner. Does this feedback fit with the praise sandwich or medal and mission approach? If neither of these, consider how you might adapt the feedback to fit with these models.

  MENTOR MEETING ACTIVITY

In your mentor meeting discuss the learning you have taken away from the professional in-person communication. Reflect and discuss with your mentor the questions below:

* How would you adapt the feedback given to the learner in the reflection task?
* Discuss some examples of good and poor communication you have experienced and why they were good examples or examples of poor communication?

Following this discussion, record any actions/areas for development.

Answers to questions

1. Communication is the exchange of information in a range of forms between two or more people and will involve a range of elements including verbal communication, non-verbal communication and para-language.

2. The rules of communication indicate the accepted behaviours in communication given a certain set of circumstances.

3. Shannon and Weaver’s model comprises sender, receiver and the notion of interference or noise.

4. Both Berlo’s and Shannon and Weaver’s models comprise sender, receiver and interference. However, Berlo’s model recognises that communication skills, attitudes, knowledge, social systems and cultural factors also influence communication.

5. Providing feedback using a range of methods can help to engage learners with different feedback preferences; however, it may be confusing to learners who prefer a consistent approach and mean that the feedback is not conveyed effectively.

6. Kinesics is the study of body and facial movements whereas para-language involves the study of elements of speech, including pitch, tone and speed.