**Case Study 1**

Charlie is 2 years of age. He enjoys helping his mum in the kitchen when she is making a meal. When she says, ‘Can I get some fruit for you Charlie?’ he puts his arms in the air, says ‘me, me’ and smiles at her. His mum responds by picking him up and saying, ‘Okay, you take something yourself this time Charlie.’

1. How does Charlie’s mum communicate with him in this example?

* Charlie’s mum communicates with him through verbal means.

1. How does Charlie communicate non-verbally with his mum in response to her question?

* Charlie communicates by raising his arms in the air.

1. Describe how a cycle of communication occurs in this example.

* Mum asks question -> Charlie answers (non-verbally/verbally) ->Mums responses (non-verbally/verbally).

**Exercise 1**

1. How do you ensure one to one and group communication are effective in formal and non formal setting? What steps do you need to take. Working in small groups prepare a presentation using examples. Include verbal and non verbal communication