

An abstract graphic on the right side of the image consisting of numerous thin, red, curved lines that overlap and create a sense of depth and movement, resembling a stylized wave or a complex geometric pattern.

VERBAL **COMMUNICATION**



LET'S
DISCUSS

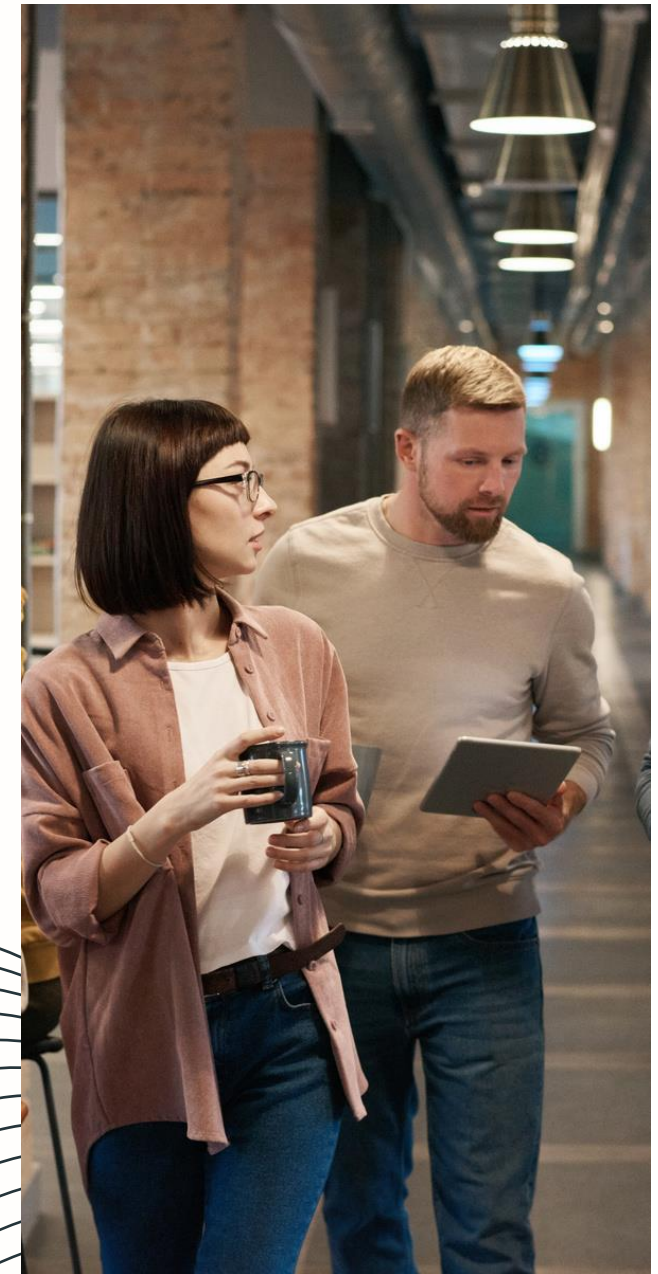
**A matriarchal world:
what will it be like?**



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- Importance of Verbal Communication
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- Assertive versus Aggressive Communication

IMPORTANCE OF **VERBAL COMMUNICATION**





- **Clarity:** Ensures clear understanding of information.
- **Engagement:** Connects with the audience, maintaining interest.
- **Reinforcement:** Complements visuals, providing context.
- **Timing:** Manages pace, staying within allotted time.
- **Emphasis:** Highlights key messages for better retention.
- **Adaptability:** Responds to audience feedback, adjusts delivery.
- **Question Handling:** Addresses queries, fosters interaction.
- **Confidence:** Builds credibility, instills audience trust.
- **Storytelling:** Enhances engagement and memorability.
- **Group Dynamics:** Facilitates discussions and collaborative activities.



**LET'S
PLAY**

**Two Truths and a Lie:
What am I lying about?**

EMPATHY & ITS IMPORTANCE



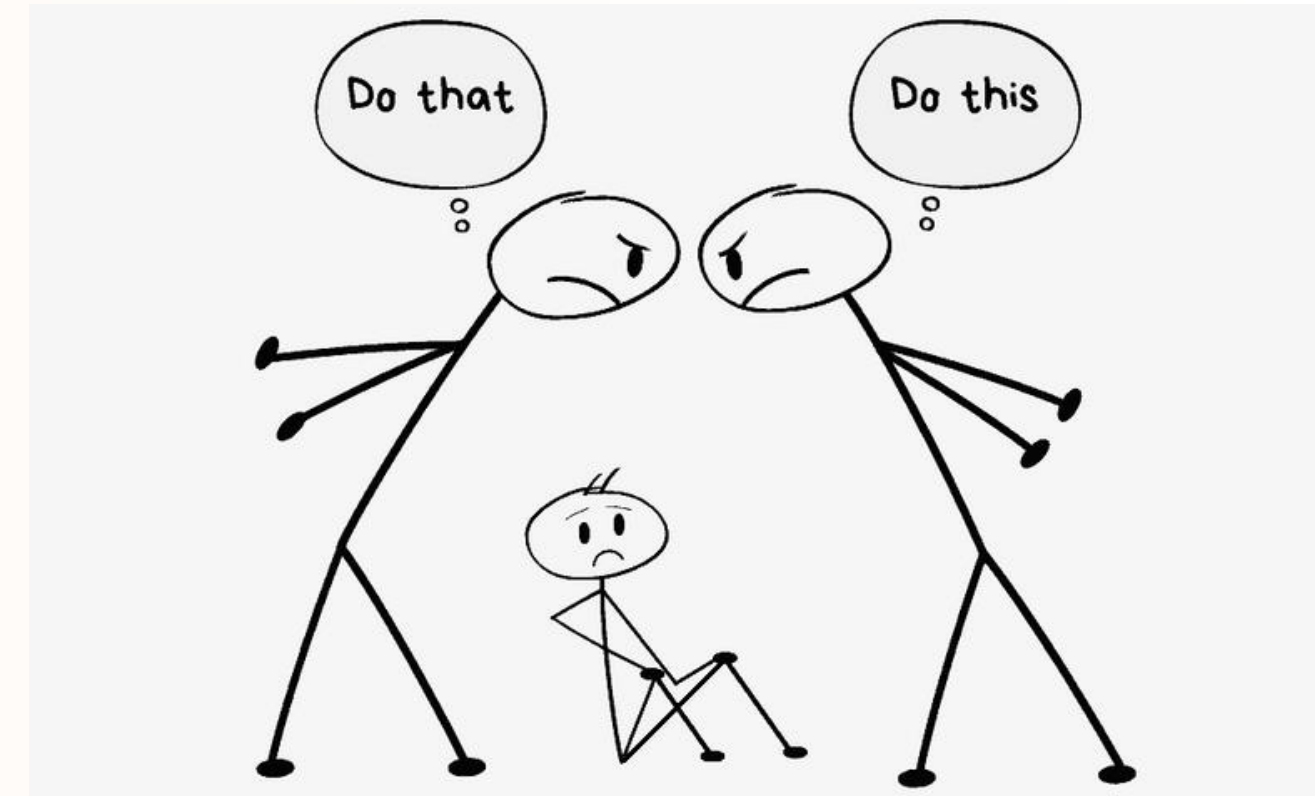


EMPATHY & ITS IMPORTANCE

- **Enhances Relationships**
 - **Builds Trust**
- **Effective Communication**
 - **Conflict Resolution**
 - **Team Collaboration**
 - **Enhances Leadership**
 - **Promotes Inclusivity**
- **Promotes Social Harmony**

CONFLICT RESOLUTION

Through Empathy



How do you
resolve this?

CONFLICT RESOLUTION

Through Empathy

Active Listening

Begin by actively listening to each party involved in the conflict. Allow them to express their thoughts, feelings, and perspectives without interruption.

Validate Emotions

After listening, acknowledge and validate the emotions expressed by each party. Let them know that you understand how they feel, even if you may not agree with their position.

Empathetic Communication

Use empathetic communication to express your understanding of the situation. Share with each party that you recognize the emotions and concerns they've raised.



ASSERTIVE
COMMUNICATION

AGGRESSIVE
COMMUNICATION

PASSIVE
COMMUNICATION

The Assertiveness Scale



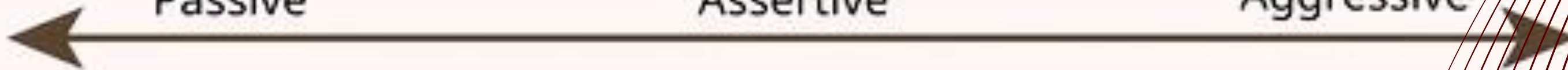
Passive



Assertive



Aggressive





CASE STUDY

1

Jane is working on a group project, and her ideas keep getting dismissed by the team. Instead of expressing her thoughts, she stays silent, feeling ignored and frustrated. In the end, she goes along with the group's decisions, even though she disagrees.

Which reaction is favourable?

2

Mark is upset with his roommate for borrowing his laptop without asking. He confronts his roommate angrily, accusing him of being disrespectful and irresponsible. Mark raises his voice, uses harsh language, and makes his roommate feel defensive, escalating the conflict.



CASE STUDY

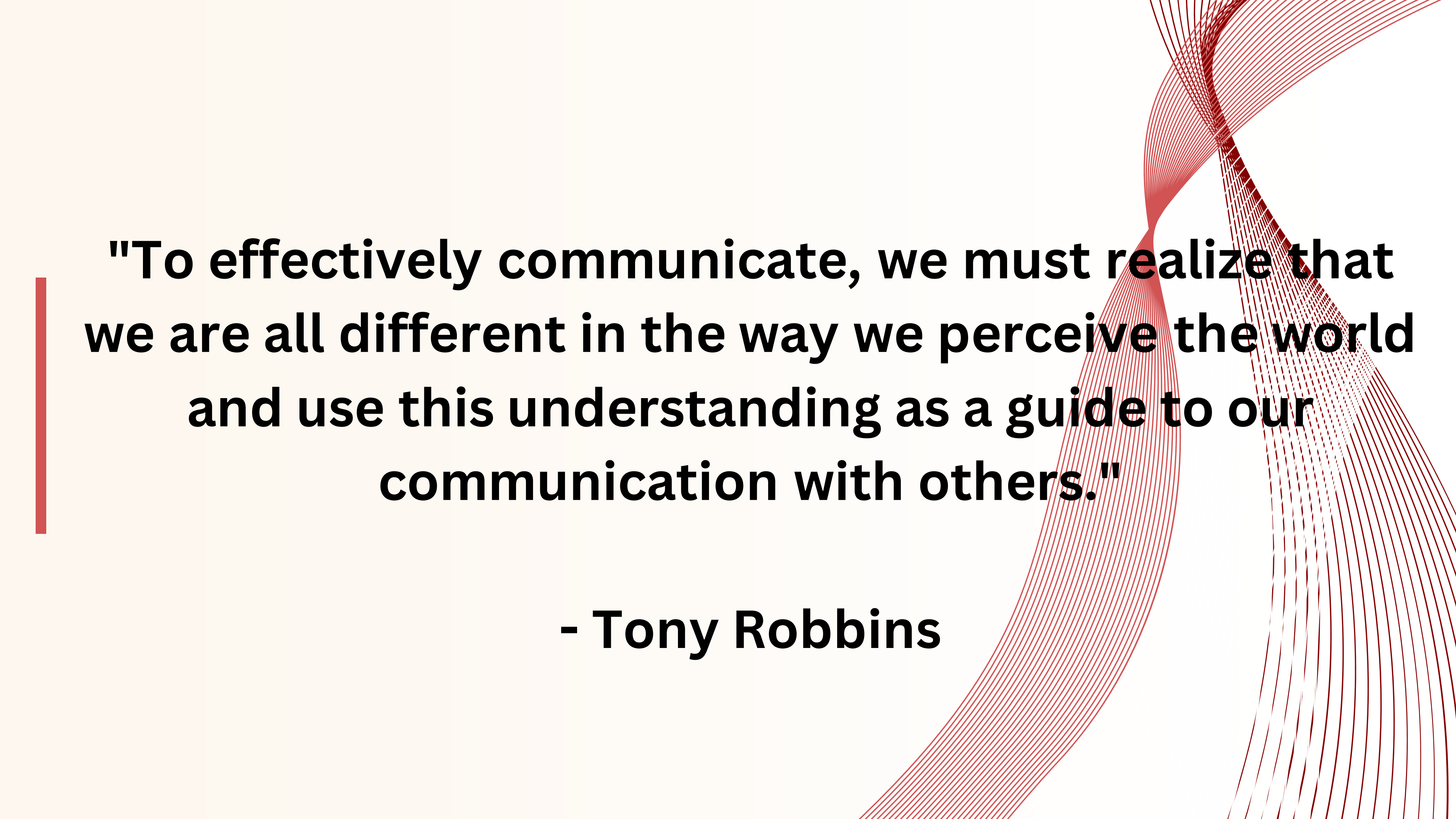
3

Sarah has a conflicting class schedule and cannot attend a study group her friends have organized. Instead of avoiding the situation or expressing anger, she calmly approaches her friends and explains her schedule constraints. She suggests alternative ways to collaborate and ensures everyone understands her position without creating unnecessary tension.

How would you react?

4

Chris is approached by a classmate who wants to copy his homework. Instead of bluntly refusing or giving in, Chris assertively communicates his boundaries. He explains that he worked hard on the assignment and values academic integrity, offering to help the classmate understand the concepts instead.

The background features a complex, abstract design of thin, curved red lines that sweep across the right side of the image, creating a sense of movement and depth. On the left side, there is a solid, vertical red bar.

"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."

- Tony Robbins