

CoGrammar

Welcome to this
session:

Tutorial:

Empowering Effective
Communication

The session will start shortly...

Any Questions?
Drop them in the questions section.



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hello

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Safeguarding & Welfare

We are committed to all our students and staff feeling safe and happy; we want to make sure there is always someone you can turn to if you are worried about anything.

If you are feeling upset or unsafe, are worried about a friend, student or family member, or you feel like something isn't right, speak to our safeguarding team:



Ian Wyles
Designated Safeguarding
Lead



Simone Botes



Nurhaan Snyman



Rafiq Manan



Ronald Munodawafa



Tevin Pitts

Scan to report a
safeguarding concern



or email the Designated
Safeguarding Lead:
Ian Wyles

safeguarding@hyperiondev.com



Democracy

Every person's opinions matter.

Respect

We look after each other.

Tolerance

We accept each other's differences.

British Values

Rule of Law

We keep to the rules.

Liberty

We are free to make choices.

Housekeeping



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Leadership & Management Live Lectures – Housekeeping


- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
 - ***(Fundamental British Values: Mutual Respect and Tolerance)***
- No question is daft or silly - **ask them!**
- Should you have a question during the lecture, please feel free to **post in the Questions section** and I will respond throughout.

Leadership & Management Live Lectures – Housekeeping

- Activating **live captions** in your browser's accessibility settings is a helpful option for better understanding, especially for those with hearing impairments or challenges with accents.
- For all **non-academic questions**, please submit a query: www.hyperiondev.com/support
- Report a safeguarding incident: www.hyperiondev.com/safeguardreporting
- Should you have any further questions or want to provide us with feedback, please feel free to post them [here](#).
- **GitHub Link to access L&M Presentation Slides.**



Learning Objectives

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Objectives



- To empower students with the skills necessary for effective communication by focusing on key aspects such as **active listening and questioning techniques**, providing constructive feedback and feedforward, enhancing clarity and transparency in messages, and **building rapport and trust in interpersonal interactions**.
- Through interactive exercises, students will learn to **foster more meaningful connections and improve collaboration** in their professional and personal communications.



Active Listening And Questioning Techniques

Active Listening And Questioning Techniques

Scenario

The team is in a cozy meeting room, with some members dialing in virtually. The team leader, Alex, is sitting at the head of the table, projecting an approachable demeanour.

A few employees have raised concerns about the shift to a hybrid work model, particularly about maintaining team cohesion. Alex leans forward slightly, signaling attentiveness.



Active Listening And Questioning Techniques

Key Points

- **Active Listening:**
 - ✓ Focus fully on the speaker.
 - ✓ Use body language: nodding, leaning forward, maintaining eye contact.
 - ✓ Avoid interrupting; reflect and paraphrase what's been said.

Active Listening And Questioning Techniques

Key Points

- **Questioning Techniques:**
 - ✓ Open-ended questions: Encourage detailed responses e.g., "**What inspired your perspective on this?**"
 - ✓ Probing questions: Dive deeper into a topic e.g., "**Could you elaborate on that point?**"

Active Listening And Questioning Techniques

Activity

- Reflect on a workplace or personal situation where communication could have been improved through active listening or better questions.
- Please provide me with some open-ended questions you could have asked to enhance the conversation.

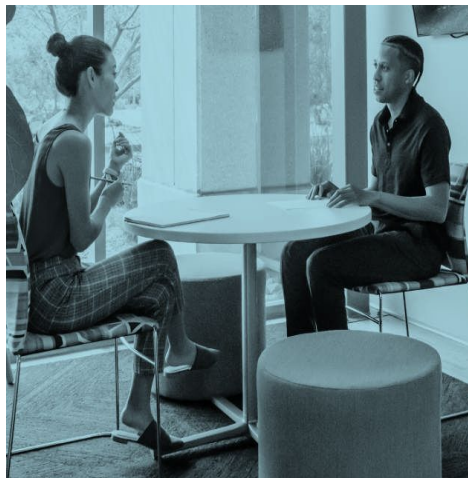
Key Takeaway: Active listening signals respect and builds trust, while thoughtful questions clarify understanding and invite collaboration.



Providing Constructive Feedback And Feedforward

Providing Constructive Feedback And Feedforward

Scenario



A quiet one-on-one meeting in the manager's office. The atmosphere is calm and supportive, with both the manager, Sarah, and the employee, Jordan, sitting at a small round table. Sarah has a notebook in front of her and a warm, approachable demeanour, while Jordan looks slightly anxious but open to the conversation. Sarah offers feedback to Jordan who missed deadlines due to unclear priorities.

Providing Constructive Feedback And Feedforward

Key Points

- **Constructive Feedback:**

- ✓ Be specific: *“You were well-prepared for the meeting”* vs. *“Good job.”*
- ✓ Balance positive feedback with areas for improvement.

- **Feedforward:**

- ✓ Focus on future possibilities e.g., *“Next time, try structuring your presentation this way.”*

Providing Constructive Feedback And Feedforward

Activity

- Think of a recent situation where you gave or received feedback.
- Rewrite the feedback using a constructive approach and include a feedforward suggestion.

Key Takeaway

Focus on solutions and future improvement rather than dwelling on the past.

Let's take a
break



Enhancing Clarity And Transparency



Enhancing Clarity And Transparency

Scenario

The project manager, Mia, has called for a quick virtual meeting with the team to address confusion caused by her previous email about report submissions. The team members are dialed in, with some on video and others joining via audio. Mia begins the conversation with a collaborative tone, aiming to clarify expectations and improve communication moving forward.



Enhancing Clarity And Transparency

Key Points

- **Clarity in Communication:**
 - ✓ Use simple, jargon-free language.
 - ✓ Organise thoughts logically.
- **Transparency:**
 - ✓ Be open about intentions and expectations.
 - ✓ Foster trust through honesty.

Enhancing Clarity And Transparency

Activity

- Write an example of a vague message you've encountered (*or imagine one*).
 - Rewrite it for clarity and transparency.

Key Takeaway

Transparent communication minimises misunderstandings and builds credibility.



Building Rapport & Trust

Building Rapport & Trust



Scenario

It's lunchtime in the company cafeteria. The new employee, Esther, is sitting alone at a corner table, picking at her salad and scrolling on her phone. Sylvia, a long-time team member, notices Esther and decides to join her. Sylvia brings her plate over with a friendly smile and sits across from Esther.

Building Rapport & Trust

Key Points

- **Building Rapport:**
 - ✓ Find common ground: shared interests or experiences.
 - ✓ Show genuine interest in others' thoughts and feelings.
- **Establishing Trust:**
 - ✓ Consistency: Follow through on promises.
 - ✓ Empathy: Acknowledge others' perspectives.

Building Rapport & Trust

Activity

- Reflect on a workplace or personal situation where someone successfully built rapport with you or gained your trust.
- Write down the actions they took and how it made you feel.

Key Takeaway

Building trust requires authenticity, empathy, and consistency.

Conclusion



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Conclusion

- **Reflection on Real-Life Applications:**
 - ✓ Based on what we covered today, how do you see yourself using these communication strategies in your professional or personal life?
 - ✓ Can you think of a specific situation where one of these techniques would make a difference?
- **Building on Today's Skills:**
 - ✓ If you were to pick one communication skill from today to focus on improving, which one would it be, and why? How could you start practicing it immediately?

Questions and Answers



Thank you for attending



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Department
for Education