210: Understand how to communicate with others within building services engineering  
**Worksheet 7: Effective communication**

Work in small groups to complete this task. The aim of this activity is to illustrate the frustrations faced by people with physical difficulties, who cannot verbally communicate their needs.

There can be difficulty in communicating with certain customers in either speaking to them or understanding what they are trying to communicate in return.

Using only a whiteboard and markers, or pen, pencil and paper, try out the following by taking it in turns. One member of the group should write a simple sentence on the whiteboard or paper, outlining an electrical problem, such as:

1. when I turn on the immersion heater, the breaker trips
2. the socket outlet in the dining room doesn’t work
3. the light in the front bedroom flickers when I turn it on.

This person should then show one of the other group members the sentence and ask them to relay it to the rest of the group without writing, speaking or using any letters of the alphabet.

Write down your own phrases starting with simple sentences and getting increasingly more complicated.

**Now, in open class, discuss some of the problems you faced in communicating in silence!**