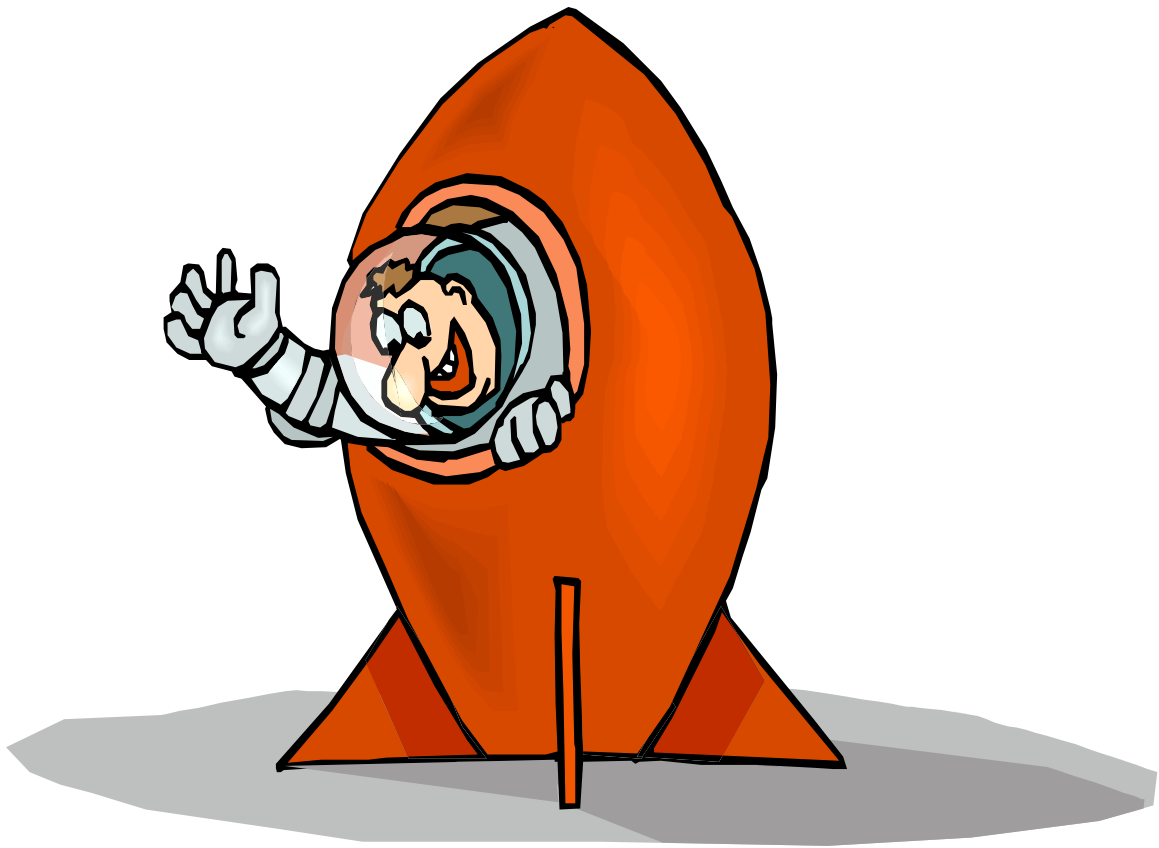
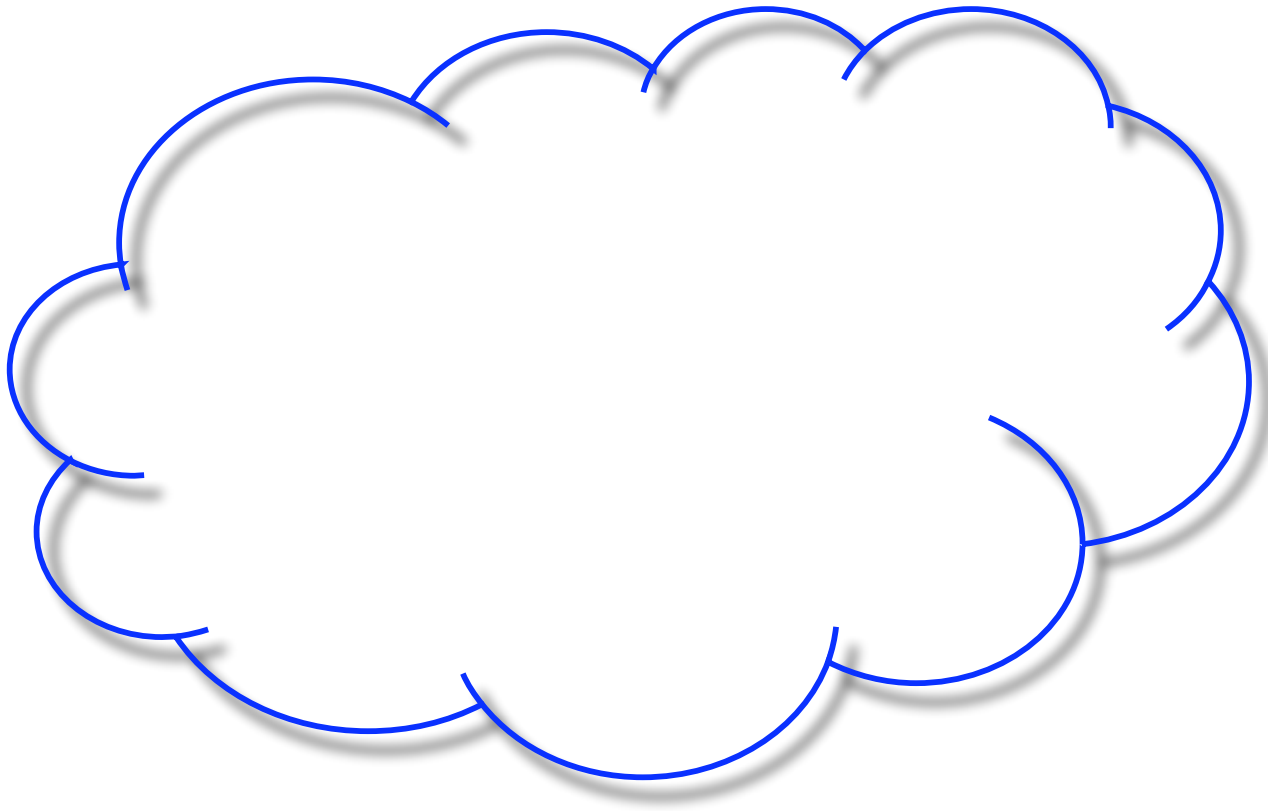


# Part 7.

## Communication Skills.



**Who are the team of people that you can call on to help you during difficult times...**



**Remember, they probably won't know you need their help unless you tell them!!!**

## Communication Skills.

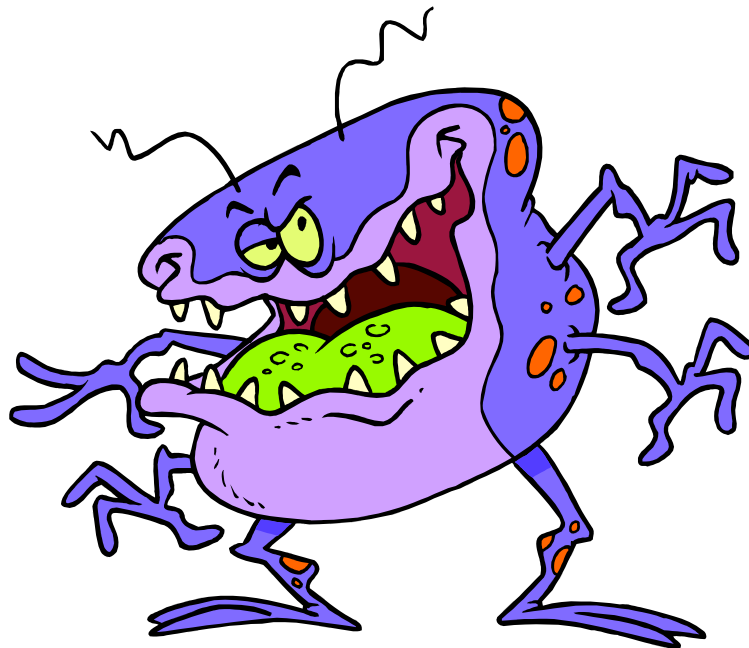


Getting help from other people works best when we are able to communicate well with them.

This part of your workbook is designed to help you think about ways you can improve your communication skills.

**GOOD COMMUNICATION** means 'being able to tell others what you feel and think **AND** being able to hear what others tell you about what they feel and think'.

Do you sometimes feel like you are trying to communicate with someone from another planet???



If so, you need our intergalactic guide to Space;  
**The Final Front Ear...**

## Communication Skills.

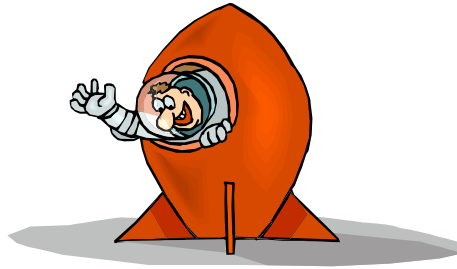


Describe or draw a picture of an important time when you WERE NOT ABLE to communicate well with someone.

What do you think were the things you did that meant that you did not communicate your thoughts and feelings clearly...

What do you think were the things that the other person did that meant that your communication with each other was not clear...

## Communication Skills.



Describe or draw a picture of an important time when you WERE ABLE to communicate well with someone.

What do you think YOU DID DIFFERENTLY that meant that you were able to communicate your thoughts and feelings clearly...

What do you think were the things that THE OTHER PERSON DID DIFFERENTLY that meant that you were able to communicate your thoughts and feelings clearly to each other...

## Space: The Final Front Ear.



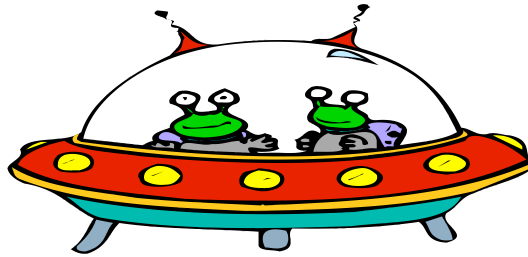
Hopefully you will have picked up some hints from your own experience of good and bad communication from the previous pages. Having good communication skills is like having an extra pair of ears. However, if you need more help you could take up the challenge of developing a final front ear.

Developing a final front ear means picking someone you have communication difficulties with and agreeing a particular time when you are going to talk to them about a single topic. Once you have agreed to talk with this person you should both put the Final Front Ear *General and Specific Guidelines* into practice. You'll find these guidelines on the following page. But first you should pick the person you want to communicate better with and decide on the single topic that you want to talk about.

**The person I am going to talk is:**

**The topic we are going to discuss is:**

## The Final Front Ear: General Guidelines.



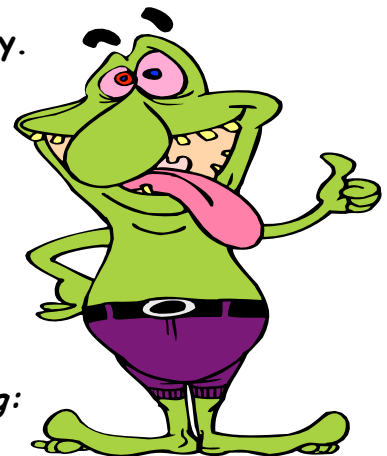
1. Pick someone that you want to talk to.
2. Read through these guidelines with them.
3. Agree on ONE topic that you are going to discuss together.
4. Avoid negative "mind-reading" of what you think the other person might say or think. Don't presume that you know what they think or feel but listen carefully to what they actually do say.
5. Take turns fairly.
6. Be brief.
7. Use "I statements" that accurately express the way you feel.
8. Avoid blaming, sulking or being abusive to each other.
9. Avoid interrupting each other.
10. Notice how effectively you can communicate with each other when you put your mind to it.

## The Final Front Ear: Specific Guidelines.

### *Communication Skills.*

*If its your turn to talk be sure to do the following:*

1. Decide on the specific things that you want to say.
2. Stick to the point, don't get sidetracked.
3. Express yourself as clearly as possible.
4. Check that the other person has understood you.
5. Allow space for the other person to reply to you.

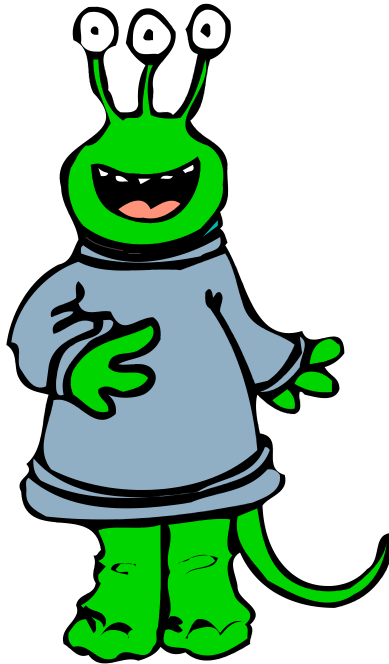


### *Listening Skills.*

*If its your turn to listen be sure to do the following:*

1. Listen carefully without interrupting.
2. Check that you have understood the other person by summarising the key points you have heard from them.
3. Give your reply.

## Can You Hear Us Pumping on Your Stereo?



Harmony Zounds was a Special Agent with the GBI (Galactic Bureau of Investigation). She was also a Skeptic (a three eyed green creature from the planet Skeptos Minor). She badly needed to find a way to communicate better with her partner Socks Blunder. Blunder was convinced that there was intelligent life on other planets. He spent all his time searching the skies for N-Rays from alien worlds. All the best radio stations on Skeptos Minor broadcast using N-Rays. Blunder was convinced that he could prove his theory that there was intelligent life on other planets if he could detect

their radio stations drifting across the galaxy on their N-Rays (or not so intelligent life if all they were broadcasting were boybands).

However, Special Agent Zounds was sceptical and no matter how often she tried to talk to Blunder he just wouldn't listen. She decided that the only way she could convince Blunder was to sit him down and talk to him using the Final Front Ear Guidelines.

Special Agents Zounds and Blunder agreed a time to meet and sat down and read through the Final Front Ear Guidelines. They agreed that they would use them to guide their conversation and that the single topic they would discuss was:

'Is there intelligent life on other planets?'

Special Agent Zounds went first. She had used a famous mathematical formula to help her work out what she wanted to say. She tried to clearly communicate her feelings using I statements...

'Agent Blunder I feel sad that I have to tell you this because I know you will be disappointed but the number of planets with radio stations pumping out tunes using N-Rays is equal to the following things multiplied together:



The number of new stars that form in our galaxy each year (10)  
 The fraction of stars that have planetary systems (0.3)  
 The average number of life-supporting planets per star (1)  
 The fraction of those planets on which life develops (0.1)  
 The fraction of life forms that become intelligent (0.5)  
 The fraction of intelligent beings that develop radio (0.5)  
 The average lifetime of a communicating civilisation (100).  
 Or  $10 \times 0.3 \times 1 \times 0.1 \times 0.5 \times 0.5 \times 100$   
 which equals 1.



You see Blunder just 1 and that's us.'

She allowed Blunder, who had listened carefully without interrupting, an opportunity to reply.

'Oh, I hadn't thought of that,' said Blunder.

'Agent Zounds', he continued following the Final Front Ear Specific Guidelines. 'Can I just check that I have understood you correctly? Are you saying that the only civilisation in the entire galaxy using N-Rays to broadcast radio stations is us?'

'That's right Blunder, that's exactly what I'm saying. Do you now agree with me about this?'

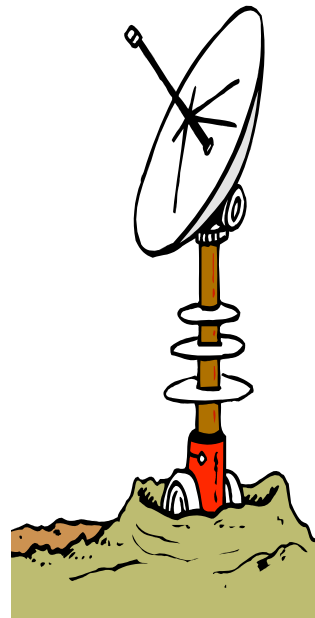
'Yes, I hadn't ever worked out the maths before but now that you have explained it to me I understand what you mean. But I think one important question remains.'

What's that?' asked Agent Zounds, finally feeling like she had gotten through to her partner.

'Do intelligent beings on other planets use W-Waves for their radio stations when they broadcast music that they can get down and bogey to...?'

'Blunder, you know as well as I do there is no such thing as W-Waves!', groaned Zounds.

'Not on our planet maybe, but who knows what clever aliens might have discovered?'



## Space: The Final Front Ear.



Harmony Zounds discovered by putting our Final Front Ear Guidelines into practice that good communication skills on their own may not be enough to solve big problems like whether or not there is life on other planets! Although she and Blunder did not ultimately have the same outlook on things they did at least understand each other better.

Don't forget that good communication isn't just about discussing problems its also good fun just to talk to other people.

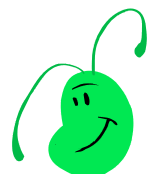
Use this sheet to record the progress you have made by putting the Final Front Ear Guidelines into practice.

These are the things that I wanted the other person to understand during our Final Front Ear Conversation...

These are the things I heard them say in reply...

These are the improvements we have made in our communication with one another...

These are the things we have agreed to continue to work on to improve our communication with one another...



## Communication Skills.

From completing this part of my guidebook I think that the most important things about me communicating well with others are...

