



Frontline Wellness Program – The Coping Club

Topic: Effective Communication

Material:

Definition

Effective communication is the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose.

The Stress Bucket - <https://www.youtube.com/watch?v=1KYC5SsJjx8>

Benefits

Communication skills are the key to developing (and keeping) friendships and to building a strong social support network. They also help you take care of your own needs, while being respectful of the needs of others. People aren't born with good communication skills; like any other skill, they are learned through trial and error and repeated practice.

Strategies to improve our communication:

1.

Being Assertive

2.

Actively Listening

3.

Practicing self-awareness

4.

Being mindful of our non verbal communication

Being Assertive

Being assertive means being able to stand up for your own or other people's rights in a calm and positive way, without being either aggressive, or passively accepting 'wrong'. Assertive individuals are able to get their point across without upsetting others, or becoming upset themselves.

What are some dangers of not asserting yourself?

People who are unable to assert themselves may experience sensitivity to criticism, extreme passivity, insecurity, anxiety, or even low self-esteem. They may be treated like emotional doormats whose needs always come second. In extreme cases, they may completely lose sight of what they need and want in life.

Active Listening

Pay attention when someone else has something to say

Ask them open-ended questions so that you can get an idea of what they want

Ask probing questions if there are specific things you'd like to learn about

Request clarification on anything you're uncertain about
Paraphrase what they said and repeat it back to them, so you can be sure you understood them correctly

Be attuned to their feelings and your own, to make sure everyone's needs are being met
Summarize at the end of your interaction so everyone has the same takeaways and next steps

Practice self-awareness

- have a solid grasp of your own emotions. They know how to control them when they're upset or over-excited, and they don't let them take over the conversation or cause unnecessary drama.

It's important to stay level-headed when you're reacting to something you don't like. If you feel your heart start to thump, or your face start to get hot, take a break. Try to find some alone time where you can calm yourself down.

Non Verbal Communication

Make eye contact while someone is talking

Avoid fidgeting or distracting movements

Keep good posture

Don't cross your arms

Pay attention to the same cues from others

Contact Us:

Interested in 1:1 counselling? Self-refer at

https://www.waypointcentre.ca/programs_and_services/frontline_wellness_program

To connect with group facilitators email frontlinewellness@waypointcentre.ca

Resources: