THE COMMUNICATION TOOLKIT

Got a message? Make it clear.

Eight skills for listening, explaining and speaking up.

1 **Know your message**
MESSAGE
What is the main thing?

2 **Know your audience**
AUDIENCE
Who am I talking to?

3 **Listen first**
ACTIVE LISTENING
Could I say back what they said?

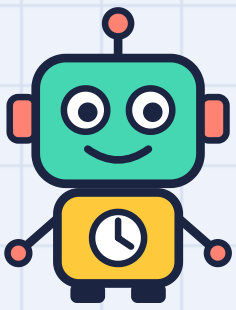
4 **Ask good questions**
CLARIFY
Which part isn't clear yet?

5 **Say it in order**
SEQUENCE
What comes first, next and last?

6 **Show it**
DIAGRAM
Would a picture say it better?

7 **Mind your tone**
TONE
How will this sound to them?

8 **Speak up**
ASSERTIVE
What do I need to say?



Know your message. Listen well. Say it so it lands.

1 COMMUNICATION SKILL ONE

Know your message

Message say: MESS-ij
The main thing you want someone to understand.

A CLEAR MESSAGE HAS THREE PARTS

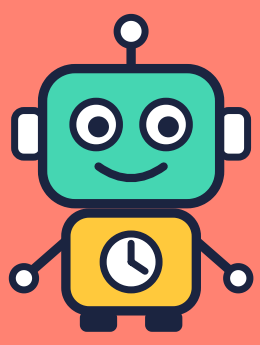
The main thing
One sentence.
Say it first.

The details
Only the ones that help.

The ask
What should they do now?

MAIN THING FIRST
"Soccer is cancelled today. The oval is flooded, so bring sneakers for the hall."

TOP TIP
If you can't say it in one sentence, you're not ready yet.



ASK YOURSELF
What is the main thing?

2 COMMUNICATION SKILL TWO

Know your audience

Audience say: AW-dee-unss
The people you are speaking or writing to.

ONE MESSAGE, THREE AUDIENCES

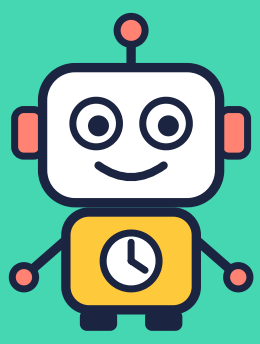
A FIVE-YEAR-OLD
"You can pat a baby goat!"

PARENTS AND CARERS
"The fair runs from 10 am to 2 pm."

YOUR BEST FRIEND
"Meet you at the dunk tank?"

THREE QUESTIONS ABOUT YOUR AUDIENCE

- What do they know?
- What do they care about?
- What suits them?



ASK YOURSELF
Who am I talking to?

3 COMMUNICATION SKILL THREE

Listen first

Active listening

say: AK-tiv LISS-ning

Listening with your full attention and showing that you heard.

ACTIVE LISTENING IN FOUR STEPS

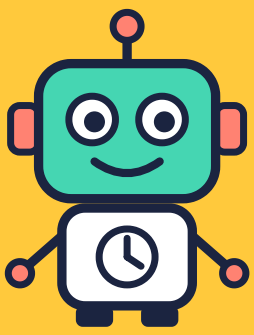
Look > Wait your turn > Say it back > Ask

SAY IT BACK

"So you're saying the bus was late and that's why you missed it?"

REMEMBER

Hearing is easy. Listening means giving your full attention.



ASK YOURSELF

Could I say back what they said?

4 COMMUNICATION SKILL FOUR

Ask good questions

Clarify say: KLAIR-ih-fy

To make something clearer by asking or explaining.

QUESTION STARTERS THAT CLEAR THINGS UP

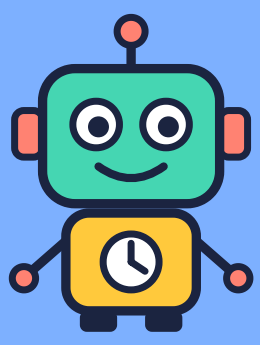
Do you mean…?
"Do you mean before lunch or after?"

Can you show me?
"Can you show me the first step?"

What happens if…?
"What happens if it rains?"

REMEMBER

If one person is confused, others probably are too. Asking helps everyone.



ASK YOURSELF

Which part isn't clear yet?

5 COMMUNICATION SKILL FIVE

Say it in order

Sequence say: SEE-kwunss

The order that things go in.

ORDER WORDS ARE SIGNPOSTS

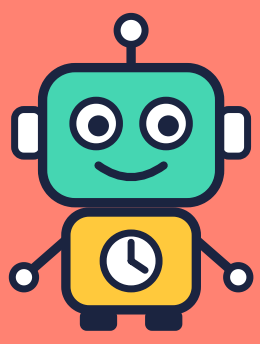
First > Next > Then > Finally

HOW TO PLANT A SEED

1. Fill a pot with soil.
2. Put the seed in.
3. Cover it with soil.
4. Water it.

IN MATHS

First, second, third and fourth are ordinal numbers. They show position in an order.



ASK YOURSELF

What comes first, next and last?

6 COMMUNICATION SKILL SIX

Show it

Diagram say: DY-uh-gram
A simple drawing that explains something.

MATCH THE PICTURE TO THE MESSAGE

Graph
For comparing amounts. Which is most?

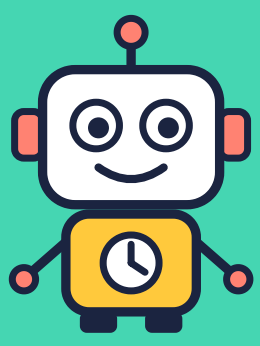
Map
For showing where things are.

Labelled diagram
For showing the parts of something.

Timeline
For showing what happened, and when.

IN MATHS

Put numbers in a bar graph and you can see the winner at a glance.



ASK YOURSELF

Would a picture say it better?

7 COMMUNICATION SKILL SEVEN

Mind your tone

Tone say: TOHN
The feeling in how you say or write something.

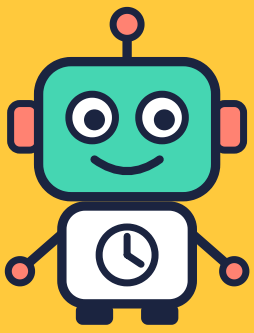
SAME NEED, THREE TONES

TOO HARSH
"Give me that glue right now!"

TOO VAGUE
"Um... never mind."

CLEAR AND KIND
"Could you please pass the glue?"

ONLINE A written message has no face and no voice. Add friendly words and read it back before you send.



ASK YOURSELF
How will this sound to them?

8 COMMUNICATION SKILL EIGHT

Speak up

Assertive say: uh-SUR-tiv

Saying what you think or need in a calm, clear way.

THREE WAYS TO SAY WHAT YOU NEED

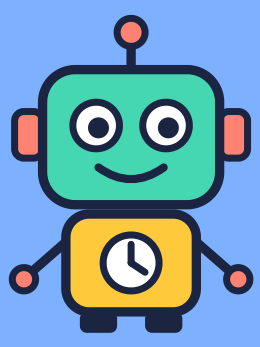
Too quiet
You hint, mumble or say nothing.

Too pushy
You shout, blame or demand.

Just right
You say it calmly and with respect.

A JUST-RIGHT MESSAGE

I feel··· > when··· > I'd like···



ASK YOURSELF

What do I need to say?