SUMMER SESSION 1: Day 13

THEME: Seek First to Understand

PURPOSE
• Understand the ways in which we communicate
• Learn more effective communication skills

MATERIALS
• PowerPoint equipment (LCD projector, screen, speaker, adaptor)
• PowerPoint Slide 13, “How We Communicate.”
• PowerPoint Slide 14, “Genuine Listening.”
• PowerPoint Slide 15, “Mimicking vs. Mirroring.”
• I Know Just What You Mean! Video
• The Seven Habits of Highly Effective Teens: Book
• The Seven Habits of Highly Effective Teens: Success Guide

AGENDA (4 hours)
AGENDA (3 hours, 10 minutes)
• Check In (5 minutes)
• Introduction to Habit 5 (10 Minutes)
• How We Communicate (20 minutes)
• Genuine Listening (20 minutes)
• Snack (10 minutes)
• Mirroring (10 minutes)
• Communicating with Parents (10 minutes)
• Antigone (30 minutes)
• Kickball Game (45 minutes)
• Prepare for Final Reading Buddies (30 minutes)

ACTIVITIES
Check In/Collect Challenge 5 minutes

Introduction to Habit 5: Seek First to Understand Then to Be Understood 10 minutes

Everyone stand up. Let’s repeat the signs for Habits 1, 2, 3, and 4.

Show them what the signs are if they don’t remember.

Now, Let’s do the sign for Habit 5: Seek First to Understand, Then to Be Understood. Who remembers this sign?
If a participant remembers the sign, ask him or her to show it to the rest of the group. If not, reteach it to the participants. Then have them do the sign in unison. Encourage them to be enthusiastic. Ask them to repeat the sign again and again until they have demonstrated their excitement.

Lead the standing activity. State:

I’ll need you to pair up for this next activity. Decide which one of you will be “A” and which one will be “B.”

1. A’s: Sit on the floor.
2. B’s: Stand next to your partner and give him or her vocal instructions on how to stand up. You may not use the words “stand up,” and you may not touch your partner or model the actions.
3. A’s: You must do exactly as you are told. You do not understand the words “stand up.”
4. You have 2 minutes to complete this activity. Go!

Debrief the activity. Ask:
• Did you find this activity difficult? Why?
• What assumptions about understanding and being understood did you have before you began?

Habit 5: Seek First to Understand. Then to Be Understood is about listening first and talking second. It’s about seeing things from another person’s point of view. Habit 5 is the key to communication and having power and influence with people.

HOW WE COMMUNICATE
20 MINUTES
Ask:
• How many of you have taken a class on reading, writing, or speaking?
• How many of you have taken a class on listening?
• What does it take to be a good listener? (Being patient and waiting until the person finishes talking.)

To really understand others we have to listen to more than what they say. We also have to pay attention to their actions.

Display PowerPoint Slide 13, “How We Communicate.”
Refer participants to page 26 in their Success Guide.

We communicate with other people in three main ways. One way is though our words—what we actually say. Another way is through our body language. The third way is with our tone and feeling.

Ask:
- Who can tell me what percentage of the pie chart represents our communication with words? With our body language? (Seven percent of our communication is through words. Fifty-three percent is through body language. The other 40 percent is tone and feeling—the way we say things.)

Transition to the I Know What You Mean! Video.

In this next video, we will observe three groups of people who use body language, tone and words to communicate.

Show the I Know Just What You Mean! Video on DVD 1.

Note: An optional video Nobody’s Listening is available on DVD 1 and can be debriefed as outlined below.
Debrief the video. Ask:
• How did the characters in the video communicate using body language?
  (They rolled their eyes, walked or tuned away, used hand gestures, etc.)
• How did the characters communicate using tone?
  (They talked faster, louder, higher, etc.)
• How did the characters communicate using words?
  (They talked over each other, got off on tangents, etc.)
• What could everyone in this video have done to communicate more effectively?
  (Listen to what the other person was saying, pay attention to his or her tone and body language, and not get distracted.)

GENUINE LISTENING
20 MINUTES
(Optional) Lead the back-to-back activity.

Choose a partner and find a place to sit back to back. When I say “go!” you have 30 seconds to tell him or her as many things about your favorite movie as you can. The catch is that I want you both to talk at the same time without looking at each other. Go!

Ask:
• Was it easy to understand what your partner was saying? Why or why not?

(Understanding someone is difficult if you aren’t looking at them, if you can’t hear them, or if you are distracted.)

Display PowerPoint Slide 14, “Steps to Genuine Listening.”
There is a higher form of listening made up of three steps, which leads to real communication. We call it “genuine listening.” We’re going to quickly learn what the steps are.

Ask someone to read the steps from page 26 in their Success Guide.

Ask:

• The first step is to listen with your eyes, heart, and ears. What does this mean?

Take several responses from participants.

Remember, only 7 percent of communication comes from the actual words. To hear what people are really saying, you need to listen to what they aren’t saying as well. Look at the person who is talking to you, and be open to what he or she is saying. Use more than just your ears!

If time permits, ask for a volunteer to read the story entitled “Please…Hear What I’m Not Saying” on pages 171 to 173 in the Teens Book.

Ask:

The second step to genuine listening is to stand in another’s shoes.

• Can I have a volunteer read the quote on page 26 in your Success Guide?  
• What do you think this quote means?

(You must try to see the world how others see it and try to feel as they feel.)
Many people look at conversations, as competition—it’s my point of view versus yours. We both can’t be right. But in reality, since we’re both coming from a different point view, we both can be. You don’t win or lose at conversations. When you take the time to stand in the others person’s shoes, genuine listening can start happening.

Snack (10 minutes)

**Mirroring**

**6 MINUTES**

Ask.

- Mirroring is the third step to genuine listening. What does a mirror do? (It reflects. It doesn’t judge or give advice. A mirror is the perfect listener.)

Display PowerPoint Slide 15, “Mimicking vs. Mirroring.”

Mirroring is simply repeating back in your own words what the other person is saying and feeling. It isn’t mimicking. That’s what a parrot does—repeating back exactly what the person says.

For example, if your sister were to say to you, “I don’t like our new school at all, “You could genuinely listen to her by practicing mirroring. Your response might be, “You feel that school’s kind of tough right now.” Or, “You feel confused.” Or, “I can see you’re frustrated.”
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You didn’t necessarily repeat what she said, but you showed that you understood her by repeating her meaning in your own words.

Ask:
• Mirroring is easy if you do a few simple things. Can I have a volunteer read the table on page 26?
• Why is it important to be warm and caring when practicing mirroring?

(If you practice mirroring but don’t really desire to understand others, they will see through it and feel manipulated.)

If time permits, write five phrases on a flip chart, pair up participants, and ask them to practice mirroring.

Communicating With Parents
10 MINUTES

Ask
• How many of you find communicating with your parents difficult?
• Those who didn’t raise your hands, what makes your communication with your parents effective?

Capture some of the responses on a flip chart for reference in the next activity.

_refer participants to page 27 in their Success Guide.

Even though many of you have problems communicating with your parents, you probably do some things well. Take a minute and think about some of the things you do well in this area, then write those ideas on page 27 in your Success Guide. When you finish that, take a minute to list some of your challenges as well.

By this point in the day, you should have a good feel for personalities and dynamics. While participants are completing the assignment, choose two who would feel comfortable taking part in a parent/teen role play. Look for those with a good attitude, and outgoing personality, and hopefully, a sense of humor.

Lead the role-play activity.
I’ve asked two of you to come up and help me with a role play. I’m going to give these two volunteers a situation and have them play out the conversation to see what happens.

Quietly instruct the participants helping you to try the role play the first time without using any of the skills just discussed in the workshop. Then remind them of the skills of genuine listening and have them do it again. The scenario is between a father and son (or daughter). The dad begins by saying, “No! You can’t take the car tonight, and that’s final!”

This is a fairly difficult skill to practice, so be prepared to coach them as they go. Suggest responses if they are struggling. This scenario is taken from the Teens book starting at the bottom of page 173 and into 174. Refer to these pages for ideas on how to guide the outcome, if necessary.

Take a couple of minutes to fill in the last section on page 27 in your Success Guide.

Learning how to communicate effectively is a skill that takes time and effort. Communicating is a two-part skill. The first part is genuine listening; the second is the other half of Habit 5: “...Then to Be Understood.” Practicing only the first half is pretty weak. You end up in a lose-win situation. Practicing only the second half is also weak. You end up in a win-lose situation.

Today we’ve looked at two ways for you to develop good communication skills. As you work on these skills, watch out for traps. Falling into a lose-win trap is easy, especially with your parents. A lot of you may think, “They just don’t understand me and they never will.” But remember that unexpressed feelings just erupt later in uglier ways. If you’ve taken the time to listen, your chances of being listened to are much better. It’s a two-way street, so give it a try! And if it doesn’t work the first time or the second or the third, just keep trying and it will get better!

Read Antigone (30 minutes)

Kickball Game (45 minutes)

Prepare for Final Reading Buddies (30 minutes)