

# Youth Club Young Volunteer Handbook

## Skill Development



# Communication and Body Language

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**Youth Club Young Volunteer Skill Development –  
Communication & body language**

# Training Plan

**Aim:** To enable young people to communicate more effectively.

**Learning Outcomes:** By the end of the session the participants will understand:

- how and why we communicate
- what we notice when other people communicate with us
- the importance of effective communication and how it can help us as Youth Club Young Volunteers
- the importance of actively listening

**Time:** 90 mins                                      **Group size:** 4 - 6

**Venue:** Medium sized room with chairs

**Materials:** Flip Chart Paper & marker pens  
Listening Cards  
Body Language Pictures

<b>TIME</b>	<b>WHAT</b>	<b>WITH</b>
5 mins	<b>Introduction:</b> Explain aim of session and set basic ground rules including respect for each other, listen to who is speaking and only one person speaking at a time.	Prepared flipchart
5 mins	<b>How do we communicate?</b> Ask the group for different ways that we communicate. Remember to include the following: <ul style="list-style-type: none"><li>• verbally</li><li>• non-verbally</li><li>• body language</li><li>• telephone</li><li>• internet</li><li>• writing</li><li>• sign language.</li></ul> Make a list and leave on the wall.	Flipchart paper and pens
10 mins	<b>What do we notice when we speak to each other?</b> Ask the group to word storm answers and make a list, including: <ul style="list-style-type: none"><li>• people’s eyes</li><li>• tone of voice</li><li>• loudness of voice</li><li>• are they sitting or standing</li><li>• how are they moving their arms</li><li>• facial expression</li><li>• hand gestures</li><li>• breathing</li><li>• skin tone</li><li>• what other bits of their bodies are doing</li></ul>	Flipchart paper and pens

TIME	WHAT	WITH
10 mins	<p><b>Why do we need to communicate?</b> Ask the group to call out answers and make a list of all the reasons why we need to communicate, including:</p> <ul style="list-style-type: none"> <li>• being social</li> <li>• listening</li> <li>• having fun</li> <li>• understanding each other</li> <li>• helping each other</li> <li>• building relationships and getting to know people</li> <li>• working together as a team</li> <li>• achieving an aim</li> <li>• Giving / receiving instructions</li> <li>• being an effective Young Volunteer!</li> </ul> <p>Discuss with the group how important they think communication is. Start by talking generally and then move on to Youth Club Young Volunteers. Start putting scenarios forward of where they may use communication skills to aid them e.g. youth club, organising a competition, project, sense there's going to be a fight, someone's jealous/ upset etc. Stress that communication is essential to Young Volunteers because:</p> <ul style="list-style-type: none"> <li>• Young Volunteers need to find what is going on</li> <li>• Young Volunteers need to be able to tell people things clearly</li> <li>• Young Volunteers need to motivate people or encourage them</li> </ul>	Flipchart paper and pens
10 mins	<p><b>Non attentive listening exercise:</b> This exercise will show how difficult it is to communicate with someone who is not listening. Ask the group to split up into pairs (preferably working with someone they don't usually work with). Give one person in the pair a card marked A, and the other a card marked B. Person A must try and talk for a least one minute, while person B doesn't listen or pay attention.</p> <p>Discuss with the group how this felt. Did they find not being listened to a really uncomfortable experience?</p>	Listening Cards A & B
10 mins	<p><b>Attentive listening exercise:</b> This exercise will show that effective communication can only take place when we actively listen to each other.</p> <p>Ask the group to get into different pairs. Give one member of the pair a card marked C, and the other a card marked D. One member of the pair will be asked to talk about anything they choose for one minute. The other person will be asked to listen without using any verbal responses. They must only use non-verbal communication to show that they are actively listening.</p> <p>Discuss with the group how it felt to be listened to in this way. Would it have been better if they had been able to use verbal communication as well? How did the listeners feel not being able to speak?</p>	Listening Cards C & D

TIME	WHAT	WITH
20 mins	<b>Body language:</b> Ask the group to look at the pictures and then ask 'what do they think the people are saying by their body language?' After replies ask the group why they think this and what bits of the body language are telling them what? Stress that interpreting body language is instinctive (and open to mistakes) and it is good for them to be aware of what their own body may be saying.	Body language pictures
10 mins	<b>The Chinese Definition of 'To Listen':</b> Show this to the group, pointing out the different parts of the character – do they agree with this definition? Is it a common type of listening?	
10 mins	<b>Evaluation:</b> Ask each person to sit in a way that shows how they felt about the session (including facial expressions) and ask the other group members to interpret them – check with the group member that the interpretations are correct.	

### Youth Club Young Volunteers Listening Card A

Tell your partner about a holiday you would really like to go on. Explain where it would be, who you'd like to go with and what you'd like to do. Try and talk for at least one minute

### Youth Club Young Volunteers Listening Card B

While you partner speaks try not to listen to them at all. Avoid looking at them and do not communicate with them either verbally or non verbally. If it helps, count slowly to yourself!

### Youth Club Young Volunteers Listening Card C

Talk to your partner on any subject that you like for at least two minutes.

### Youth Club Young Volunteers Listening Card D

You must not talk to your partner whilst they are speaking. Listen to your partner, but do not give any **verbal** responses. You must only use non-verbal communication (nodding etc) to show that you are actively listening.

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# **Body Language Photos**



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# Chinese definition of 'To Listen'

These characters, which make up the verb 'to listen', suggest that the Chinese understand active listening very well

**Ear**



**You**

**Eyes**

**Undivided  
Attention**

**Heart**

To Listen