SESSION FOUR OUTLINE
COMMUNICATION

Icebreakers
Mumblers
Suggested Time (10 minutes)
Supplies: One index card per participant

**Purpose:** When it comes to communication, it's surprising to learn that as little as seven percent of a communication's effectiveness can be attributed to words alone — with voice quality contributing 38 percent and nonverbal communication providing the remaining 55 percent. Most people won't believe you when you give them these figures, so rather than trying to argue the point, try this exercise which is also a great deal of fun.

**Activity:** Divide the group into pairs and give one person in each pair a card with a simple task that they should communicate to their partner. Examples of the type of task would be: 'Close the door', 'Open the window', 'Scratch my back', etc. They can communicate with each other any way they like — gestures, sounds, tone of voice — with the exception that they can't use recognizable words. The exercise finishes when all pairs have completed the task.

**Describe it!**
Suggested Time (15-20 minutes)
Supplies: Drawing with rectangles on it and either a white board or paper

**Purpose:** This is an exercise that demonstrates the importance of feedback in communication.

**Activity:** Ask a volunteer to sit with his/her back to the class and describe a drawing that has a number of touching rectangles. The class attempts to draw the arrangement of rectangles without giving any feedback or asking any questions. Repeat the exercise with another drawing. This time the class is allowed to ask questions and to give feedback.

**Debrief:** Discuss feelings, emotions, results and effects.

**One versus two-way communication**
Suggested Time (20 minutes)
Supplies: None

**Purpose:** This exercise will allow all participants to experience one versus two-way communication.

**Activity:** Have all participants’ pair up with someone they do not know. Ask them to decide which one of the pair is A and which is B. Ask the A’s to leave the room. Give the B’s these instructions, “When the A’s come back into the room they will be blind folded. Your job is to take them by the arm on a little field trip. You may give them instructions; such as, “walk forward five feet.” Explain that they job is to get A safely back to his or her seat. To the group of A’s give these instructions, “You will be blind folded and your partner, B, will lead you by the arm but you are not to ask questions or give them any feedback whatsoever. Their goal is to get you safely back to your seat. After the first half of the exercise is accomplished, the roles should be reversed and a different route established. Only this time there should be two-way communication. They should go much faster and easier without stumbling.
Purpose: To teach students the non-verbal messages they send via Facebook/MySpace.

Activity: Before beginning this training, please be comfortable with Facebook/MySpace. Begin the training by telling students this will be a silent exercise. Show participants appropriate and inappropriate profiles on Facebook/MySpace. Ask students to write their reactions to profiles (they may be one word adjectives, but it should be their first reactions to the profiles). After you have gone through 8-10 profiles, ask students to share their opinions and the messages they received after viewing the profiles.

Facilitator: Explain to students the messages they send nonverbally can either hurt or directly impact their student organization. Remind students of the privacy settings on Facebook. Play devil’s advocate if needed during the discussion time to get students to open up and talk about their true opinions.

Purpose: To teach students effective usage of Blackboard

Activity: If the facilitator does not feel comfortable leading the participants through a training session on Blackboard, call University Technology Services (UTS) at (803) 777-1800, Monday-Friday 8am-6pm and they will conduct the training.

Purpose: To teach students effective usage of Outlook/Email

Activity: If the facilitator does not feel comfortable leading the participants through a training session on Outlook/Email, call University Technology Services (UTS) at (803) 777-1800, Monday-Friday 8am-6pm and they will conduct the training.