# MODULE 1 – LISTENING AND NEGOTIATING SKILLS

# Domain 6 – Communicating Effectively

## MODULE OUTCOMES

MODULE LENGTH

60 minutes



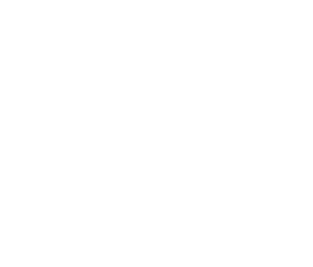
1. Describe traits of effective communication
2. Explain why effective communication skills are essential for a deployee to have a successful mission
3. Utilize negotiation approaches to re-frame positions to interests and needs

MATERIAL & EQUIPMENT

Domain 6, Module 1 PPT

Flipchart and pens

Elements of Win-Win Negotiation (handout)

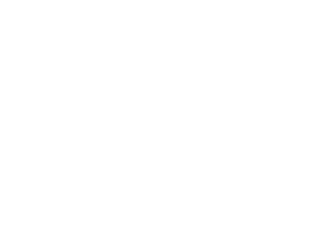


## MODULE OVERVIEW

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| --- | --- | --- | --- |
|  | Topic | Method | Time |
| 1 | Introduction | Presentation/ discussion | 8 min |
| 2 | Communication elements | Presentation/ discussion | 25 min |
| 3 | Negotiating | Presentation/ plenary practice | 25 min |
| 4 | Wrap up and close | Presentation | 2 min |

SUPPORT DOCUMENTS

Humanitarian Negotiation Handbook



## MODULE PURPOSE

This module explores the role of active listening, and techniques for effective re-framing and negotiating, allowing deployees to effectively communicate in all situations.

Deployees need to know how to speak and write clearly, actively listen to others in order to correctly interpret their message and respond appropriately. They also need to be able to identify appropriate times for asking questions in order to clarify meaning and exhibit interest in having two-way communication. By actively listening to others, the deployees will discover new and different perspectives and experiences of crisis-affected people, team members and other relevant stakeholders.

Deployees may also be faced with challenging interactions, whereby strong negotiation skills will assist bringing opposing positions to an acceptable compromise.

## MODULE SEQUENCE

It is suggested that this module takes place beforeDomain 11 Working effectively in teams. The skills learned in this module will be utilized and further strengthened in the exercise of Domain 11, in which participants will be required to draw on their communication and active listening skills in order to effectively work together in teams.

## MODULE ACTIVITIES

|  |  |  |
| --- | --- | --- |
| Topic | Method | Notes for delivery |
| Introduction  (8 min) | Presentation/ discussion | 1. Introduce the session and module objectives. (slide 2)  2. Ask participants to consider the different ways in which people communicate. List these on a flip chart.  Explain the theory (Mehrabian) on communication that breaks it down into three components:   * words * tone of voice * body language   Each play a crucial role in getting messages across. (slide 3)  3. Ask participants to suggest the influencing factors on how we communicate. Summarise by showing the list on the PowerPoint. (slide 4) |
| Communication Elements (Active listening and body language)  (25 min) | Presentation/ discussion | 4. Present the three different elements of communication: active listening, body language and assertive communication (and negotiation) and where they overlap. (slide 5)  Explain how these three elements constitute effective communication.   1. Listen to enable comprehension 2. Manage body language to convey confidence 3. Speak assertively to ensure clarity and reduce misinterpretation   5. Present the characteristics of active listening, and briefly discuss why this is beneficial for effective communication. (slide 6)  6. Introduce the role of body language in communication and the benefits of self-awareness. For each body language interaction, show the image for a few seconds and then explain the type of body language and benefit/detriment that it might have in different situations. Each slide should take approximately 45 seconds for a brief discussion. (slides 7-15) |
| Negotiating  (25 min) | Presentation/ plenary practice | 7. Pose the question, “What happens when there is a breakdown in communication or strongly opposing positions to which no one is compromising?” (slide 16)  8. Show the negotiation triangle and describe position, interest and need elements of negotiation, and give an example of each. (slide 17)  Present the Me & You pyramids and the zone of possible agreement. Emphasize the need to focus on *interests and needs,* not *positions! (slide 18)*  Present the different techniques for effective re-framing of positions to interests. (slide 19)  9. Ask for a couple of volunteers. Provide them with a statement and ask them to identify the *interest* and to then *re-frame* the statement so that it is win-win. Select examples from the following:  EXAMPLES:  Ex1: Statement: An angry person approaches an NGO worker preparing to evacuate and says: “If you leave here this time, there’ll be trouble. That equipment was intended for us and we’re not letting you take off with it.”  **Interest**: Ongoing use of equipment; loyalty to local population.  **Reframe**: “It sounds like you’re really concerned about the loss of the equipment to get your work done. Maybe we could talk together about how to address your concerns.”  Ex2: Statement: “Working here is so depressing. Nobody thanks me for my contributions. I have no way of knowing if I’m even doing an adequate job or not.”  **Interest**: Acknowledgment or being valued  **Reframe**: “So, receiving feedback and acknowledgment is important for you? In future, let’s set some times each month when we can talk about how your work is going and I can provide you with feedback.  Ex3: Statement: “You’re always checking up on me. It bugs me that you don’t believe I’m working.”  **Interest**: Trust  **Reframe**: “So, you’d really like me to trust you...”    10. Pass around the handout on elements of Win-Win Negotiation. |
| Wrap up and close  (2 min) | Presentation | 11. Summarize the key characteristics for effective communication, emphasizing the need for these skills to be used considerably and effectively in all interactions as a deployee.  Reinforce that good communication takes practice and reflection. If thing go well or badly, it is important to reflect on why and identify options for replication or change. (slide 20)  Link and cliff hanger to the following session on Meeting Management. (slide 21) |

## MODULE EVALUATION

Suggested level two questions/answers:

1. Describe traits of effective communication.

Answers may include:

* Adjust communication style to cultural norms and to each specific situation.
* Actively listen, rather than just waiting for your turn to speak…
* Awareness of your body language with the goal of projecting confidence
* Re-frame positions into needs and interests.

2. Why is asking questions an important part of active listening?

Questions enable clarification; validate the perspectives of people talking and allow dialogue to progress beyond positions.

3. How would you reframe this sentence in order to negotiate more effectively: “You’re always checking up on me. It bugs me that you don’t believe I’m working.”

The response should contain something that addresses trust, i.e. “It’s important for us to establish ways for you to have autonomy over your work...” or “let’s establish new ways to communicate about what you’re doing so that you feel you have a higher degree of autonomy and I am sure I am aware of what you are doing”