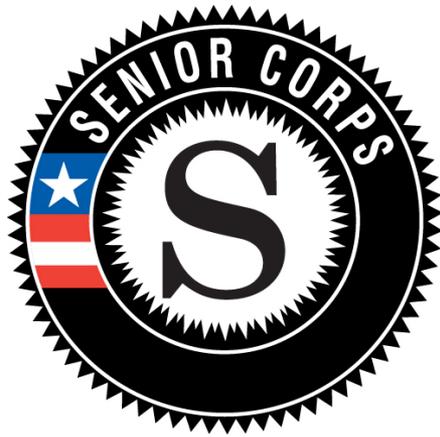


Supporting Children and Youth: Mentor Training for Senior Corps Volunteers



Effective and Respectful Communication with Children and Youth (Part I)

Trainer:

Date:

LEARNING OBJECTIVES

By the end of the session, participants will:

- ▶ Strengthen awareness and use of nonverbal communication
- ▶ Understand and improve skills in active listening
- ▶ Review and practice simple strategies to use to build effective and respectful communication with children/youth.

Nonverbal Communication

An important skill that allows you to:

- ▶ Accurately “read” children and youth, including unspoken messages they are sending
- ▶ Respond with cues that show you understand, notice, and care
- ▶ Create trust in relationships by sending signals that reinforce your words

Nonverbal Communication Strategies

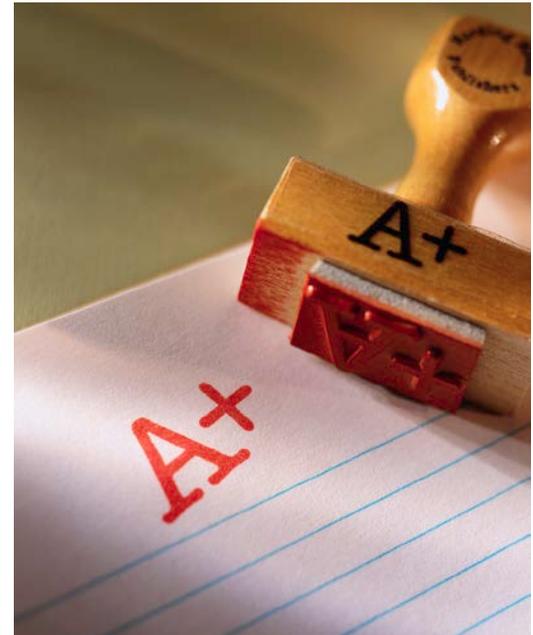
- ▶ Pay attention
- ▶ Use good eye contact
- ▶ Check for inconsistencies
- ▶ Concentrate on your tone of voice when speaking
- ▶ Look at nonverbal communication skills together, as a group



Quiz! Nonverbal Communication

Instructions:

1. Turn to the person on your right. In pairs, work together to complete the quiz.
2. Take 5 minutes to get as far as you can.
3. Note your questions or explanations.



Characteristics of Empathetic Listeners



As an empathetic listener, you:

- ▶ Consider the other person
- ▶ Try to be non-defensive
- ▶ Understand that you can't know what it is like for another person
- ▶ Desire to listen, not criticize

Active Listening...

- ▶ Is attentive; involves both listening and responding
- ▶ Uses nonverbal communication
- ▶ May include repeating what was said to make sure you are hearing correctly
- ▶ Validates and empathizes
- ▶ Withholds judgment and advice
- ▶ Helps avoid misunderstandings

Strategies for Active Listening

- ▶ Give the child/youth your undivided attention. Listen fully.
- ▶ Restate content.
- ▶ Ask questions for clarification.
- ▶ Identify the feeling and empathize.



Exercise: Active Listening Practice

Instructions:

1. Get together into groups of 3.
2. Choose who will be the Speaker, the Listener, and the Observer for the first round.
3. Speaker: talk to the Listener for a 4-5 minutes.
Observer: watch the interaction.
4. After, all 3 discuss what worked/did not work for 2-3 minutes.
5. Change roles 2 more times so each of you has a chance to try the Speaker, Listener and Observer role.

Self Reflection: Active Listening Skills

How are your skills?

What ideas do you have to improve your skills?



The most precious gift we can offer anyone is our attention.

Thich Nhat Hanh

