

Module 5
Kit 2
Activity 2

Communication Skills for Social Entrepreneurs

1. Trainers introduce students to the different forms of communication, using worksheet A.
2. Trainers support students in identifying an example for each form of communication.
3. Trainers support students in completing the communication skills assessment, using worksheet B. Trainers may allow student to compare their scores.
4. Students now reflect on the outcome of their communication skills assessment, using the questions in worksheet C as a guide.

Module 5
Kit 2
Activity 2

Worksheet A - Forms of Communication

Verbal Communication

Example:

Written Communication

Example:

Nonverbal Communication

Example:

Module 5
Kit 2/ Activity 2

Worksheet B - Communication Skills Assessment

Read each statement and circle the answer most appropriate

I give people my full attention while they're talking to me.	never rarely sometimes often always
I encourage other people to talk, and I ask appropriate questions.	never rarely sometimes often always
I present my ideas so that others are receptive to my point of view.	never rarely sometimes often always
I treat people fairly, and I let others know how I want to be treated.	never rarely sometimes often always
I value teamwork and know how to build cooperation and commitment.	never rarely sometimes often always
I show respect for people's ideas and feelings, even when I disagree with them.	never rarely sometimes often always
I accept differences and conflict as a normal part of any work environment, and I know how to address them constructively.	never rarely sometimes often always
I strive to understand other people and to be empathetic.	never rarely sometimes often always
I am open to negative feedback, and I communicate difficult truths in a respectful way.	never rarely sometimes often always
I am able to easily win people's trust and respect.	never rarely sometimes often always
I check to make sure I've understood what other people are trying to communicate.	never rarely sometimes often always
I check to make sure I've understood what other people are trying to communicate.	never rarely sometimes often always
I am confident and at ease giving a presentation.	never rarely sometimes often always
I avoid making absolutist judgments about people (like, "She's always that way.").	never rarely sometimes often always
I follow through on my commitments.	never rarely sometimes often always
I can work with difficult people without becoming negative myself.	never rarely sometimes often always

Scoring:

never = 0, rarely = 1, sometimes = 3, often = 4, always = 5

Minimum score = 0, Maximum score = 80

Module 5
Kit 2
Activity 2

Worksheet C - Communication Skills Assessment Outcome

Question 1: What are your communication strengths?

Question 2: What communication skills do you need to improve?

Question 1 and 2: Examples may include:
Good Listening skills - Poor Listening skills
Good Eye contact - Poor Eye contact
Strong confidence - Poor confident
Encouraging - Not Encouraging
Open - Closed

Question 3: What communication skills are most important for a social entrepreneur?