

## 11.0. COMMUNICATION SKILLS

### 11.1. INTRODUCTION

Communication is the process by which human beings share information, knowledge, experience, and ideas.

In order for the social development workers to effectively establish a good working relationship with their clients, proper communication is vital.

The study of this subject is therefore designed to equip social development trainees with the necessary knowledge, skills and attitudes that will assist them to work and communicate effectively with individuals, groups and communities.

### 11.2. GENERAL OBJECTIVES

At the end of this subject the trainee should be able to:

- (a) acquire knowledge, skills and attitude which will enable them to communicate effectively with individual, groups and communities;
- (b) differentiate and use the various types of communication channels;
- (c) write and deliver speeches competently;
- (d) identify communication barriers and breakdown and come up with the necessary remedial measures.

### 11.3. SUBJECT SUMMARY

- (a) Meaning, and purpose of communication
- (b) Communication processes
- (c) Types of communication channels
- (d) Communication barriers
- (e) Communication breakdowns
- (f) Language use \*



- (c) Report writing
- (h) Meetings and committees
- (i) Public speaking

#### 11.4. CONTENT

##### 11.4.1. MEANING AND PURPOSE OF COMMUNICATION

###### A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:

- (a) understand and explain the concept of communication
- (b) explain the purpose of communication.

###### B. TOPIC OUTLINE

- (a) Concept of communication
- (b) Purpose of communication

###### C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) lectures
- (b) discussions
- (c) presentations
- (d) reading of relevant materials

###### D. ASSESSMENT

- (a) tests
- (b) assignments
- (c) observations

##### 11.4.2. COMMUNICATION PROCESS

###### A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:



- (a) identify the main elements in the communication process:
- (b) explain the relationship between the main elements in communication process.

B. TOPIC OUTLINE

- (a) Main elements in communication process
  - (i) transmitter/source
  - (ii) message
  - (iii) medium
  - (iv) receiver

C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) lectures
- (b) reading of relevant materials
- (c) use of diagrams
- (d) discussions

D. ASSESSMENT

- (a) assignments
- (b) tests
- (c) observations

5.3. TYPES OF COMMUNICATION CHANNELS

A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:

- (a) name the various types of communication channels;
- (b) describe the various types of communication channels;
- (c) show the applicability of the various types of communication channels.



B. TOPIC OUTLINE

- (a) Mass Media
  - (i) print media
  - (ii) electronic media
- (b) Interpersonal Channels
  - (i) oral
  - (ii) body language

C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) Exposure to various communication channels
- (b) Discussions
- (c) Lectures
- (d) Read relevant materials
- (e) Role play

D. ASSESSMENT

- (a) tests
- (b) presentation
- (c) observation
- (d) assignments

11.4.4.4 COMMUNICATION BARRIERS

A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:

- (a) identify the various kinds of communication barriers;
- (b) explain the possible causes of communication barriers;
- (c) trace and explain the effects of communication barriers;
- (d) suggest way of reducing communication barriers.

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B. TOPIC OUTLINE

- (a) internal barriers
  - (i) intrinsic personality
  - (ii) physical barriers
  - (iii) role and position in life
- (b) external barriers
  - (i) environment
  - (ii) organizational structure
  - (iii) language
- (c) effects of communication barriers and their possible solutions

C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) listening to resource persons
- (b) discussion
- (c) reading relevant materials
- (d) role plays
- (e) use of audio visual resources

D. ASSESSMENT

- (a) assignments
- (b) presentation
- (c) observation
- (d) tests

E. COMMUNICATION BREAKDOWNS

A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:

- (a) list the different forms of communication breakdown;
- (b) discuss the possible causes of communication breakdowns;
- (c) explain the effects of communication breakdown and their possible solutions.



R. TOPIC OUTLINE

- (a) Forms of communication breakdown
- (b) Causes of breakdowns
  - (i) absence of information
  - (ii) non delivery
  - (iii) delivered but not recorded
- (c) Chain distortion
  - (i) inattentiveness
  - (ii) incomprehensibility
  - (iii) negative attitudes
  - (iv) negative personality

C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) lectures
- (b) reading relevant materials
- (c) drama
- (d) discussions

D. ASSESSMENT

- (a) presentations
- (b) tests
- (c) assignments
- (d) observation

11.4.6. LANGUAGE USE

A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:

- (a) demonstrate the ability to write and speak the English Language effectively;



- (b) communicate clearly and precisely;
- (c) write official letters following the right format;

B. TOPIC OUTLINE

- (a) Grammar (syntax)
- (b) Public speaking
  - (i) Audience analysis
  - (ii) Occasion analysis
  - (iii) Impromptu speaking
  - (iv) An extempore Address
  - (v) Memory Address
  - (vi) Script Reading
  - (vii) Prepared speech
- (c) Correspondence

C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) Discussions
- (b) Lectures
- (c) Role play
- (d) Use of audio visual resources
- (e) Resource persons

D. ASSESSMENT

- (a) Tests
- (b) Observations
- (c) Assignments
- (d) Speech presentations

4.7. REPORT WRITING

A. SPECIFIC OBJECTIVES

At the end of this topic, the trainee will be able to:



B. CONTENT

- (a) Planning and organizing meetings
- (b) Purposes of meetings and forming committees
- (c) Conducting meetings

C. LEARNING AND INSTRUCTIONAL METHODOLOGY

- (a) Lectures
- (b) Role plays
- (c) Drama and debates
- (d) Discussions
- (e) Read relevant reference materials
- (f) Use of Audio visual resources

D. ASSESSMENT

- (a) Assignments
- (b) Presentations
- (c) Tests
- (d) Observations