ACCOMMODATE AUDIENCE AND CONTEXT NEEDS IN ORAL/SIGNED COMMUNICATION

OUTLINE

MODULE 1 - Interact successfully in oral/signed communication.

- ✓ Contributions to group work are appropriate to the task and nature of the group, and promote effective communication and teamwork. Contributions include: maintaining good group dynamics, identifying purposes, agendas, procedures and schedules, monitoring developments and retaining focus, drawing conclusions, preparing and delivering feedback and ensuring group ownership of conclusions

- ✓ Interviews successfully establish a relationship appropriate to the context, and provide a non-threatening opportunity for participants to share information. Formal and informal; plans, background research; ordering of questions; flexibility in the situation when sequence or focus is disrupted; organisation of data elicited; and conclusions drawn

- ✓ Participation in formal meetings is appropriate to the purpose and context of the meeting. Participation is consistent with meeting procedures and contributes to the achievement of meeting objectives. Spectrum of formal meeting procedures

- ✓ Participation in discussions, debates or negotiations is appropriate to the purpose and topic. Participation is consistent with the formality of procedures and contributes to meaningful interaction between participants. Spectrum of discussion situations, informal and formal debating procedures, and procedures for negotiations and meetings

- ✓ Responses to the ways others express themselves are sensitive to differing socio-cultural contexts

MODULE 2 - Use strategies that capture and retain the interest of an audience.

- ✓ Key words/signs, pace and pause, stress, volume and intonation or sign size, pace, rhythm and non-manual features (NMFs) are used in appropriate ways to reinforce the message

- ✓ Body language is appropriate to context and topic, and reinforces main ideas and points of view

- ✓ Formal communications are planned in writing/signing, and plans are detailed, complete, and realistic with respect to time allocation and content

- ✓ Visual aids are appropriate to topic and context, and enhance the presentation and the transfer of information and understanding: Cue cards, visual aids, handouts, multi-media

- ✓ Techniques are used to maintain continuity and interaction. Responding to queries, repetition of information, rewording, asking questions to check understanding, referring to cue cards; timing techniques; responsiveness to audience cues that contact is being lost, appropriate use of NMFs

MODULE 3 - Identify and respond to manipulative use of language: News clips, summaries, political speeches/presentations, marketing material, advertisements

- ✓ Facts and opinions are identified and distinguished

- ✓ Omission of necessary information is noted and addressed

- ✓ The implications of how the choice of language structures and features, specifically tone, register, style and point of view affect audience interpretations of spoken/signed texts are explained

- ✓ Distortion of a contributor's position on a given issue is explored with specific reference to what has been selected and omitted

DURATION:

Theoretical training: 2 days

RATIO:

Theoretical training: 15 learners per Facilitator/Assessor