Learning Outcomes

Communicate in the workplace
Effective use of language

• The purpose of the communication (what)?

• The audience of the communication (who)?

• The method of communication (how)?
How do we communicate?

• Words

• Body language

• Graphic symbols

• Sounds
Public image

First impressions are important

SLS personnel are highly visible

Respect can be gained through maintaining:

- A good appearance
- A professional attitude
- Good communication skills
Spoken/verbal communication

Barriers:

• Background noise (e.g. wind, motors)
• Lack of language skills (e.g. non-English speaker)
• Your own assumptions
• Either party is not listening
• Conflict
• Inappropriate tone, volume or emphasis

Listening skills:

• Three levels: non-hearing, hearing, listening and thinking
• We are aiming for listening and thinking
### Five skills to ensure effective communication

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay attention</td>
<td>Show the speaker you are interested in what is being said</td>
</tr>
<tr>
<td>Observe</td>
<td>Watch the speaker to pick up non-verbal signals</td>
</tr>
<tr>
<td>Listen</td>
<td>Use any pauses in the conversation to think about what the speaker saying</td>
</tr>
<tr>
<td>Summarise</td>
<td>Put what the speaker has said into a short concise statement to clarify what you have heard and understood</td>
</tr>
<tr>
<td>Respond</td>
<td>Show that you have been listening by responding in an appropriate manner</td>
</tr>
</tbody>
</table>
Non-verbal Communication

• Body language
  • Positive
  • Negative

• Dress and actions
  • Model appropriate behaviour
    • Sun safety
    • Water safety
  • Swim between the flags
Graphic Communication

• Regulatory signs – red circle with cross bar

• Warning signs – Yellow diamond

• Information or permission signs – Blue Square

• Australian Standards
Selecting an appropriate communication tool

Consider:

• your audience
• the context
• your requirements
• the content
• the facilities you have
Signals and flags

- Signals are an essential part of surf lifesaving communications
- Lack of knowledge of these may result in tragedy
- All signals should be made distinctly and repeated until they are acknowledged or until it is certain they have been understood
Learning Activities

Communications Learning Questions:

• Please complete Learning Activity Question Fifteen in your Assessment Portfolio, page 14

• Please complete Learning Activity Question Sixteen in your Assessment Portfolio, page 14