Unit Objectives:

- Describe effective communication skills.
- Describe interpersonal relationship skills.

Unit at a Glance:

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<th>Topics</th>
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<tr>
<td>Communication Methods</td>
<td>Group Activity</td>
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<tr>
<td>Communication Skills</td>
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<tr>
<td>Interpersonal Relationships</td>
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<tr>
<td>Knowledge Check</td>
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Total Unit Duration 1 Hour

Materials:

- Ability to display images and video on large screen or laptop.
- White board or flip chart for each table.
Slide 1
Objectives

Students will be able to:

• Describe effective communication skills.

• Describe interpersonal relationship skills.

☐ Review unit objectives.
Communication Methods

- **Written**
  - Hard copy resource order form.
  - Dispatch log, shift briefing, general message form.
- **Oral**
  - Telephones, radio, face to face, group discussions.
- **Electronic**
  - Fax, email, electronic resource tracking system.
  - (IROC), teletype (TTY), local info sharing software (Teams, Zoom, FireNet).

- Documentation is a form of written communication. Document immediately to prevent loss of information.
Communication Skills

- Be clear and concise.
- Be professional.
- Be an active listener.
- Maintain situational awareness.
- Use standard protocols when using computer, radio, and telephone.
- Ask questions, if you don’t know.

- Clarify what you think you heard, observed, and/or recognized.
- Assuming without clarification is one of the most common causes of communication breakdown and misunderstanding.
- Always be aware of what others are doing because their activities may impact your activities and vice versa.
Interpersonal Relationship Skills

- Professional Demeanor
- Teamwork
- Good Follower
- Be Proactive
- Personal Responsibility
- Foster positive relationships and have respect for others.

Question:

What does professional demeanor mean to you?

What are some experiences you have had related to teamwork?

☑ Record answers on flip chart
Interpersonal Relationship Skills

- Try to anticipate your leader’s needs.
- Troubleshoot and notify supervisor of problems.
- Use situational awareness.
- Recognize your own limits.
- Know your strengths and weaknesses.
- Ensure your own well-being.

Question:

What does it mean to be a good follower?

Why is it important to be proactive?

- Record answers on flip chart
Objectives

Students will be able to:
• Describe effective communication skills.
• Describe interpersonal relationship skills.

☐ Review unit objectives.