



## D-110 Unit 2: Communications and Working Relationships

### Unit Objectives:

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

### Unit at a Glance:

Topics	Method	Duration
Communication Methods	Group Activity	15 Minutes
Communication Skills	Presentation	20 Minutes
Interpersonal Relationships	Presentation	10 Minutes
Knowledge Check	Exercise	15 Minutes
<b>Total Unit Duration</b>		<b>1 Hour</b>

### Materials:

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

## Unit 2: Communications and Working Relationships

### Slide 1



 **D-110 Unit 2: Communication  
and Working Relationships**

434424

D-110 Unit 2: Communications and Working Relationships 1

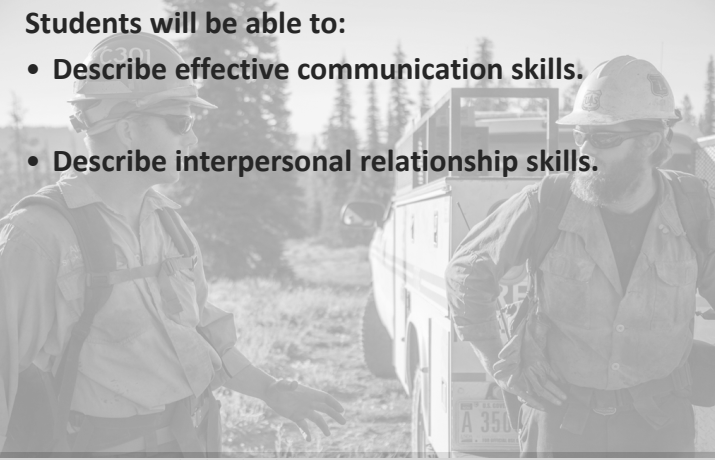
# Unit 2: Communications and Working Relationships

## Slide 2

### Objectives

Students will be able to:

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



D-110 Unit 2: Communications and Working Relationships 2

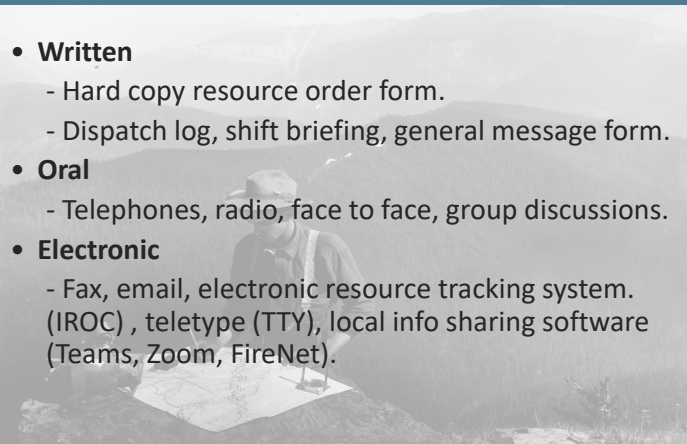
- ☐ Review unit objectives.

## Unit 2: Communications and Working Relationships

### Slide 3

### 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).

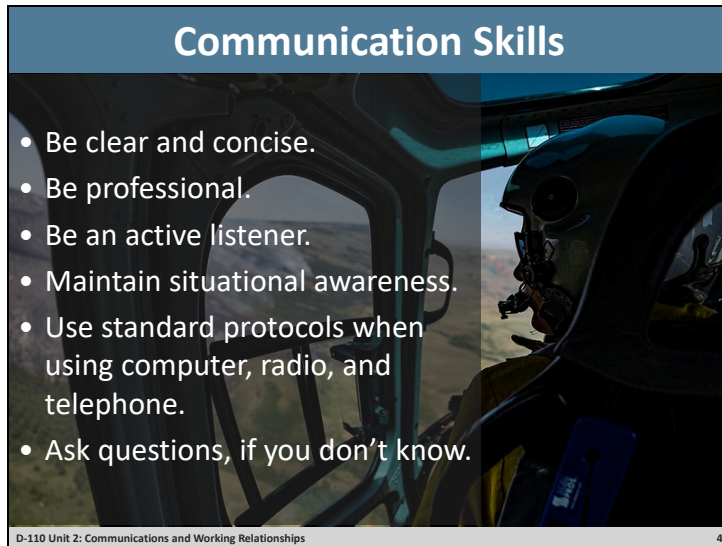


D-110 Unit 2: Communications and Working Relationships 3

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

## Unit 2: Communications and Working Relationships

### Slide 4



#### 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.

D-110 Unit 2: Communications and Working Relationships 4

- 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.

### Slide 5

### Interpersonal Relationship Skills

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

D-110 Unit 2: Communications and Working Relationships5

#### Question:

**What does professional demeanor mean to you?**

**What are some experiences you have had related to teamwork?**

☐ Record answers on flip chart

### Slide 6

#### 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.

D-110 Unit 2: Communications and Working Relationships

6

#### Question:

**What does it mean to be a good follower?**

**Why is it important to be proactive?**

☐ Record answers on flip chart

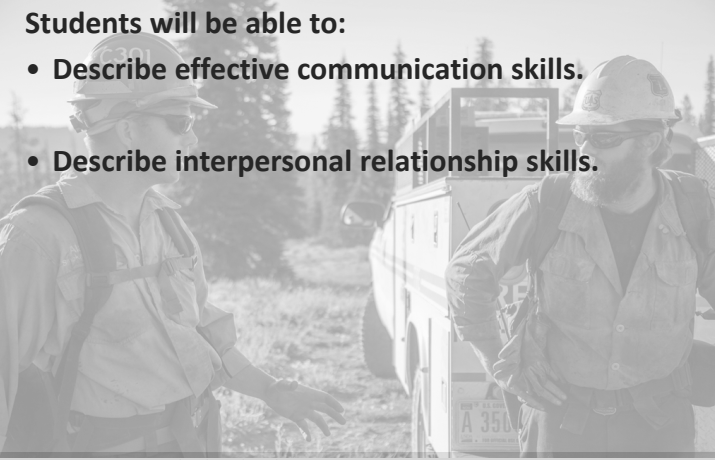
## Unit 2: Communications and Working Relationships

### Slide 7

### Objectives

Students will be able to:

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



D-110 Unit 2: Communications and Working Relationships 7

- ☐ Review unit objectives.