



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
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.

Unit 2: Communications and Working Relationships

Slide 1



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

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D-110 Unit 2: Communications and Working Relationships 1

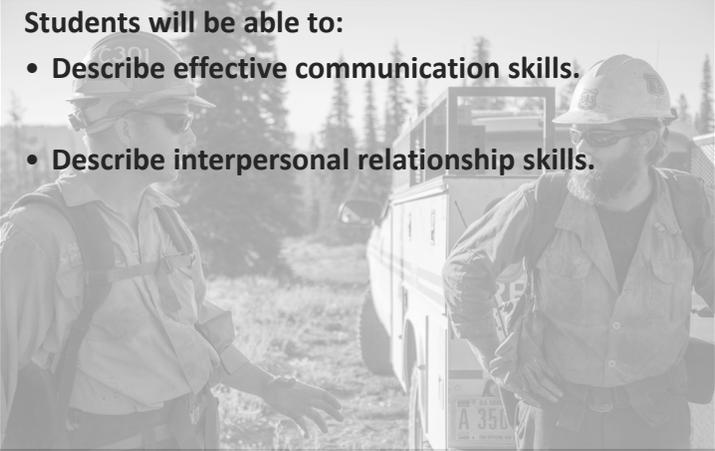
Unit 2: Communications and Working Relationships

Slide 2

Objectives

Students will be able to:

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

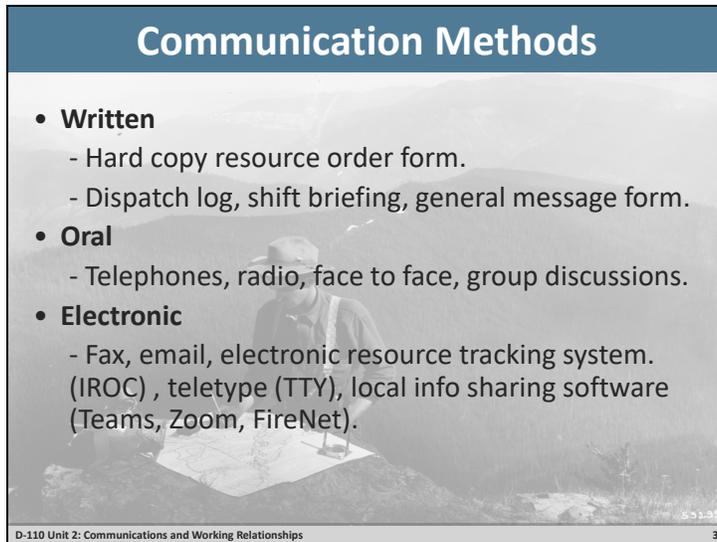


D-110 Unit 2: Communications and Working Relationships 2

- Review unit objectives.

Unit 2: Communications and Working Relationships

Slide 3



Communication Methods

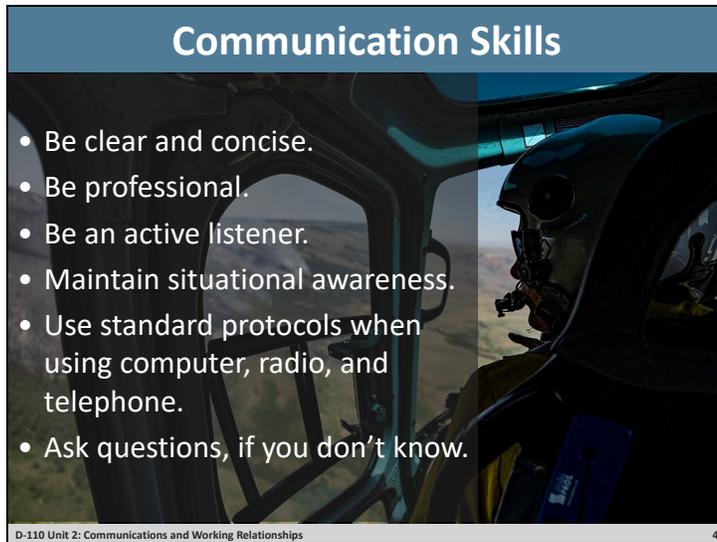
- **Written**
 - Hard copy resource order form.
 - Dispatch log, shift briefing, general message form.
- **Oral**
 - Telephones, radio, face to face, group discussions.
- **Electronic**
 - Fax, email, electronic resource tracking system. (IROC), teletype (TTY), local info sharing software (Teams, Zoom,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

5

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

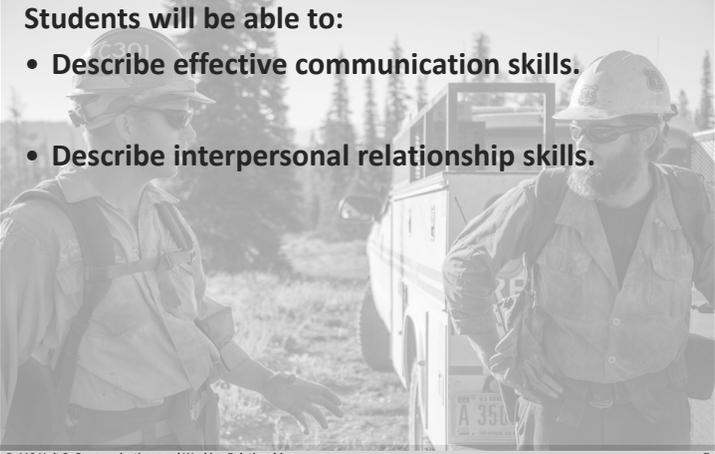
Unit 2: Communications and Working Relationships

Slide 7

Objectives

Students will be able to:

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D-110 Unit 2: Communications and Working Relationships 7

- Review unit objectives.