  
Name and Student Number:

### Learning Unit 3: Verbal Communication

#### WORKSHEET

#### THEME 1: THE FUNDAMENTALS OF VERBAL COMMUNICATION

*LO1.1: Define verbal communication*

##### Activity 1: Understanding Verbal Communication

**Instructions:** Describe what is meant by the term “verbal communication”. Use an example to support your answer

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*LO1.2: Explain denotative and connotative meaning within verbal communication*

##### Activity 2: Understanding denotation vs connotation

**Instructions:** Tabulate the differences between denotation and connotation and answer the questions that follow below:

DENOTATION	CONNOTATION

**Step 1:** Write down what the word “happiness” means to you personally (You are happy when....?)

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**Step 2:** Use a dictionary (or Google) to get the denotative meaning of happiness

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**Step 3:** Ask someone from a different background what “happiness” means to them (they are happy when...?) and write down their definition

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**Step 4:** Compare your definitions. How different are they? Why would you have different connotations to “happiness”?

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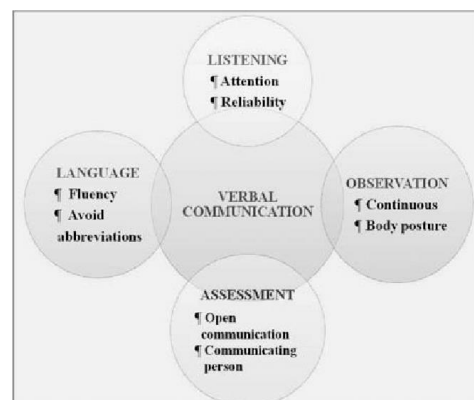
*LO1.3: Discuss symbolic interactionism in relation to meaning and the nature of selfhood*

**Activity 3: Symbolic Interactionism**

**Q:** Think about a time during texting when your friend used an emoji in a different context i.e. he/she used the cool glasses emoji because he/she was outside in the sun and you used this emoji because you think you did something cool. What is your feelings toward this?

Share your story here using this link:

<https://jamboard.google.com/d/1VwTeMLRVml2NUftMGznp8HHTwL1328c6UYcjQSrvB08/edit?usp=sharing> or scan the QR code

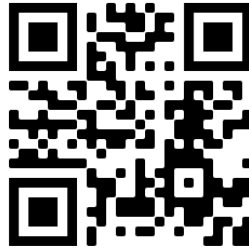


LO1.3: Identify the reasons for ineffective verbal communication

### Flipgrid or Class Presentation

#### **Instructions:**

- (1) Arrange yourselves into groups of 3 or 4
- (2) Choose any **two (2)** of the **reasons** for ineffective verbal communication
- (3) Explain each of these first **theoretically** and then by using a **practical scenario** in the form of a dialogue with your group members
- (4) Provide **suggestions** on how to improve the effectiveness of each of your reasons for ineffective verbal communication
- (5) Post your response using this link: <https://flipgrid.com/e435a204> or scan the QR code



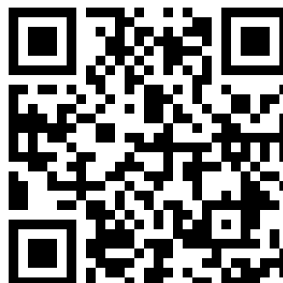
## **THEME 2: DIVERSITY AND EFFECTIVENESS**

LO2.1: Discuss native and non-native communicators within the verbal communication process

### **Activity 4: Reflecting on experiences with non-native English speakers**

**Q: Have you ever communicated with a non-native English speaker before? What were some challenges you experienced?**

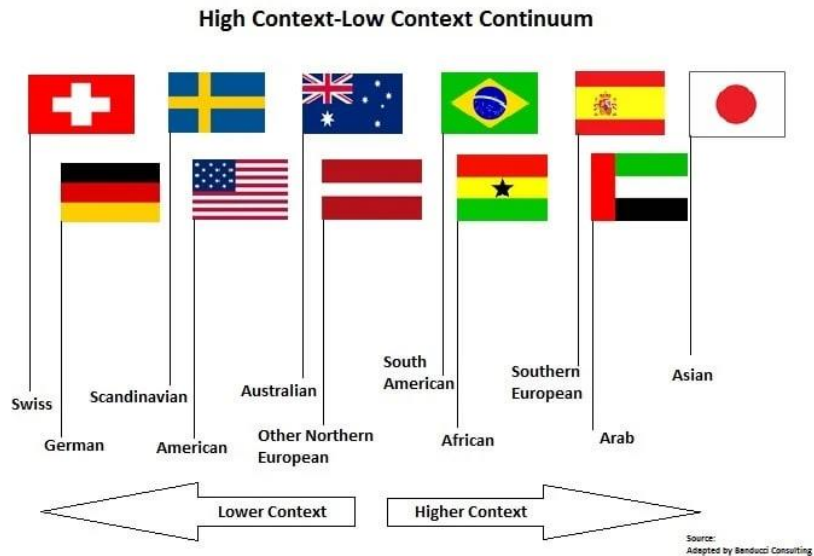
Share your story here using this link: <https://padlet.com/.../l4cdi8n0j7cauvv2> or scan the QR code



**Activity 5: Reflecting on "high" vs "low" context cultures**

**Instructions:** Think about your own culture and upbringing and answer the questions below:

- (1) Do you communicate primarily from a high-context or a low-context perspective?  
\_\_\_\_\_
- (2) What challenges have you experienced when interacting with someone from the opposite perspective?  
\_\_\_\_\_  
\_\_\_\_\_
- (3) How do you think we could improve communication between high and low context cultures?  
\_\_\_\_\_  
\_\_\_\_\_



LO2.3: Explain the masculine and feminine communication style by using examples

### Activity 6: Masculine vs Feminine communication styles

**Q: Post two (2) examples that illustrate the difference between masculine and feminine communication styles**

Share your thoughts and comment on your classmates' examples: <https://padlet.com/.../qvhdhfdhadgjou58i> or scan the QR code




LO2.4: Explain the masculine and feminine communication style by using examples

### ICE TASK Activity 3.2.1: Verbal communication in an interview

In this activity, you will create a set of guidelines on the types of verbal behaviours that are most appropriate in a job interview.

#### Activity 3.2.1: Verbal communication in an interview

Enabled: Statistics Tracking



In this activity, you will create a set of **guidelines** on the **types** of **verbal** behaviours that are most **appropriate** in a job **interview**.

**Instructions:**

- Using the **Internet** and any other appropriate resources, conduct further **research** into the **do's** and **don'ts** of **verbal** communication in an interview.
  - Pay particular attention to:
    - Both **appropriate** and **inappropriate** behaviour;
    - Interview deal **makers** and deal **breakers**.
    - Find **examples** to support your guidelines.
- Using any **format** and **application(s)** of your choice, create a **set** of **guidelines** on the **do's** and **don'ts** of **verbal** communication in an interview. Make sure that your guidelines **include**:
  - A suitable **title**;
  - Definitions**, in your **own** words, of the different **types** of **verbal** communication relevant to a job **interview**;
  - Examples of at least **one appropriate** and **one inappropriate** nonverbal behaviour for **each type** of nonverbal communication.
  - Be as **original** and **creative** as possible.
  - Make sure that you **acknowledge** all sources appropriately.
- Save** a copy of your guidelines, including your **surname** and **student number** in the **filename**.
- Return to this screen and click on the link **above** the **red arrow** to open the **Discussion** tool.
- In a **new** thread:
  - Attach** your guidelines;
  - Briefly **discuss** the ways in which **each** appropriate/inappropriate behaviour you identified in **2(c)** above may **impact** interpersonal **communication** during an interview.
- Once you have **submitted** your post:
  - Read the **guidelines** and **answers** posted by your peers;
  - Use the **five-star rating function** in the discussion tool to rate at least two of them. Pay particular attention to how **useful** you believe others will find the guidelines.
  - Reply** to the posts you have rated, clearly **motivating your rating**.