
‘Communicating Confidently’ Workbook

Why good communication is
key to your future progression



This will cover essential communication skills to increase your confidence by creating opportunities to assess and practice your skills.

Aims and outcomes

- ✓ **Explore** how communicating confidently can benefit you in education and the workplace.
- ✓ **Identify** your individual communication skills and areas for improvement.
- ✓ **Practise** your written and verbal communication skills to improve on these areas.

How to use this pack

- ✓ Review how different **communication skills** impact on your own lives
- ✓ Use this pack to consider different elements of **communication** for interviews.

How do I communicate?

Communication is at the forefront of everything you do and it may not always be that clear as to when you display certain communication skills. Here are some examples of positive and negative communication skills:

I fidget when I am nervous

I can follow verbal instructions

I feel comfortable with eye contact

I can explain ideas clearly

I feel confident doing presentations

I use my hands a lot when I am talking

I think about what I am going to say

Task 1

Skills audit *Where can I develop?*

The more reflective you are the more effective you can be. A skills audit is a useful approach to see what skills you already have whilst identifying what you need or would like to improve on.

This can support you when preparing for interviews, through giving you a better understanding of what to practice and what you are comfortable with.

Identify three communication skills you think you are good at?

1

2

3

Identify three skills you want to improve on?

1

2

3

Task 2

Just a Minute *Know what you are speaking about!*

Now put your communication skills to the test, find a friend or family member to talk for Just a Minute.

Rules of the game

1. Take it in turns to speak for one full minute on a random subject.
2. If you hesitate, repeat yourself or deviate then an opponent can challenge you and distract you.
3. You cannot say 'er', 'erm', 'um' or 'ahh'.



How Can this Help me?

Interviews are required for any job role or course you are looking to apply for.

Answering various interview questions can be very challenging, the **STAR technique** is a tool that can help you to prepare for common questions you may be asked.



Situation

Describe the **Situation** and when did it take place.



Task

Explain the **Task** and what was the objective.



Action

Give details about the **Action** you took to achieve this.



Result

Close with the **Result** of your action.

Example question:

Name a time when you have completed a piece of work to a deadline?

Situation	Task	Action	Result
As part of a University module, I was given the unique experience of working with a company alongside my team.	The objective was to create a business plan for a company so they could increase profits. This needed to be of a professional standard and within the one-week deadline.	I quickly communicated with my group members and clearly assigned each member of the group a different task. This broke up the workload for each member. I made the decision for my team to proofread each others work.	The result of this saw myself and the rest of the group meet our deadline and present to the company our findings. The company thanked us and the University for our contribution.

STAR Technique?



Using the example on the previous page, it is time for you to have a go with the two questions below! Remember to focus on the action you contributed most towards.

Question 1: *Name a time when you have completed a piece of work to a deadline?*

Situation	Task	Action	Result

Question 1: *Name a time when you have overcome a challenge?*

Situation	Task	Action	Result

How to prepare for 'that' interview!



How would you approach this?

What to wear?

It is important to dress appropriately for the interview as this is the first impression an interviewer will have of you.

Positive examples

Leaning forward slightly to show your enthusiasm and nodding whenever is appropriate.

Maintain Eye Contact

Lack of eye contact can lead your interviewer to think that you're shy, disinterested, or dishonest. If you are speaking to more than one interviewer, you can shift your gaze between them, but be sure to look at each interviewer in the eye for at least a couple of seconds. **Direct your answers to all the people in the room.**

Positive signs to look out for

Active listening – show you're interested in someone.

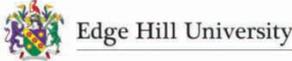
Concentrate on what they are saying, show that you're listening (nodding and making eye contact), and respond appropriately e.g. ask a question.

Negative examples

Avoid nervous or bored body language like repeatedly crossing and uncrossing your legs or arms, fiddling with your hair or clothes, continually touching your face, scratching your head.

What next? This workbook can be used as a guide for using a variety of communication skills in future employment and study.

hello future.

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