

<u>Title</u>	Communication Skills
<u>Brief Course Description</u>	This is a brief and light hearted exercise demonstrating how information can become degraded and/or changed as it is passed on through other people.
<u>Keywords</u>	Communication, information
<u>Level of expertise</u>	Training: <input type="checkbox"/> Beginner, <input checked="" type="checkbox"/> Intermediate, <input type="checkbox"/> Advanced Child protection: <input checked="" type="checkbox"/> Beginner, <input type="checkbox"/> Intermediate, <input type="checkbox"/> Advanced
<u>Level of training</u>	<p style="text-align: center;"><i>Targets</i></p> <p><i>Contributes to</i> S2 – 4 Understand and be able to handle information</p> <p>What participants need to know already This could be used in any context, within and outwith child protection work. No prior knowledge is needed. It will probably be used as part of a programme on communication.</p>

Overview & Objectives

This is a light hearted exercise with a serious purpose – to emphasise that good communication is essential and that information will diminish and become less accurate as it is passed on.

Learning objectives

- To demonstrate how the quality of information can degrade as it is passed on

Learning outcome

Participants will

- be aware of how information can degrade as it is passed on by different people

How does the selected approach fit with the learning outcome as an effective way to acquire the intended learning outcome?

This is a light hearted and entertaining exercise. Participants are involved in demonstrating and measuring how key facts may be lost – or sometimes changed - in the retelling of a story.

<u>Before the day</u>	
Audience	Anyone for whom communication is an important issue in their work.
Length of activity	<ul style="list-style-type: none"> • 30 minutes
Group size	<ul style="list-style-type: none"> • Minimum 10 • Maximum 20
Approximate timing (for group of 20)	<ul style="list-style-type: none"> • 5 minutes to identify volunteers and set up exercise • 15 minutes for story to be passed on through volunteers • 10 minutes to consider findings
Materials	<ul style="list-style-type: none"> • Copy of 'Allerton Bywater' or 'Paul's School Day' (Annex A) • Copies of check list to go with chosen story • 2 chairs facing each other, centre of room
Preparation	<ul style="list-style-type: none"> • Prepare materials

<u>Background</u>	
Original context from which this learning activity is drawn	West of Scotland Interagency Training Programme

<u>On the day</u>	
	This exercise will probably form part of a longer programme on communication
The activity	<p>Select four volunteers from the group, (one from each agency, if you are carrying this out in a multi-agency group), and ask them to leave the room. They will be brought back to the room individually by the trainer.</p> <p>Remainder of the group is given the Key Fact Checklist (Annex B)</p> <p>The first volunteer is brought into the room when all are briefed that a short story will be read by the trainer to the first volunteer who will be required to relay the story to the second volunteer from memory. The third volunteer will be brought in and told the story by the second, and so on. The last volunteer will then relay the story to the main group. Volunteers are not allowed to take notes or question during the narration of the story.</p>

The viewing group will score each volunteer for the factual information recalled.

Conclusion The group will consider various issues connected with the dynamics of information sharing, depending on the composition of the group.

Reflecting on what has been learned

This exercise will probably form part of a longer programme on communication which should address some of the issues raised. Participants should be encouraged to complete a learning log which helps them to identify learning and to consider the transfer of their learning into action in the workplace.

The next training step Participants may go on to other communication and engagement skills exercises, or learning about recording.

<p>Name of lead submitter: Gillian Buchanan Lead Officer Child Protection Glasgow Child Protection Committee</p>	<p>Contact details: E: Gillian.Buchanan@glasgow.gov.uk T:</p>
<p>Copyright holder: © Crown Copyright 2008</p>	<p>Contact details: E: T:</p>

ANNEX A

Allerton Bywater

A farmer from Allerton Bywater put a tin roof on his barn. Within weeks a terrible storm ripped the roof from the barn and blew it away. When the farmer eventually found it, three miles away, it was a mangled wreck.

A friend, who was also a solicitor, told the farmer that British Leyland paid a good price for scrap tin and advised him to get in touch with them. So the farmer packed the tin roof up in a large wooden box and sent it to British Leyland in Coventry, West Midlands. He took care to write his address clearly on the package, so they would know where to send the cheque.

After hearing nothing for twelve weeks the farmer was on the point of contacting the Company when he received a letter from them. It read as follows:

“We don’t know what hit your car, sir, but we will have it ready for you by the fifteenth of next month”.

ANNEX A

Paul's School Day

Paul is 14 year old and lives with his father and his father's girlfriend, Margaret, in a 3 apartment upper cottage flat.

Paul has twin sisters and three older brothers, aged 21, 18 and 15 respectively. His sisters are aged 2.

Paul is considered by the staff at his school to be a 'loveable rough' but he causes major disruption to the other pupils' learning.

Paul has been studying English, Mathematics, Biology, Geography and Art to Standard Grade level.

His Geography teacher, Mrs MacKenzie, had organised a field trip to study the local geology for their final 4th year project.

Paul was delighted to go on the trip and mucked about as usual. Paul failed to notice a nearby fallen tree, and whilst walking backwards attempting to make Emma and Jane laugh, he fell over the tree, to the delight of the girls.

Mr Anderson, the Assistant Head Teacher was not amused when the claim came in from Paul's dad for £50 for a pair of new Levis.

ANNEX B

Allerton Bywater Tick List.

KEY FACT	1	2	3	4	5	6
A farmer from Allerton Bywater						
Tin roof on barn						
Within weeks						
A terrible storm ripped off roof						
Found three miles away						
Mangled wreck						
A friend, a solicitor						
Good price for scrap						
British Leyland						
Packed in large wooden box						
Coventry, West Midlands						
Address on package						
Hearing nothing for twelve weeks						
On the point of contacting						
Received letter						
We don't know what hit your car						
We will have it ready						
15 th of next month						

Paul's School Day Tick List.

KEY FACT	1	2	3	4	5	6
Paul, aged 14						
Father's girlfriend Margaret						
3 Apartment upper cottage flat						
Twin sisters						
3 brothers						
21, 18, 15						
Girls aged 2						
Loveable rough						
Disruption to others						
English, Mathematics						
Arithmetic, Biology, Geography						
Standard Grades						
Mrs MacKenzie						
Geography						
4 th Year Final Project						
Fallen tree						
Tripped						
Emma, Jane						
Mr Anderson						
Assistant Head Teacher						
£50						
Levis						