

**Diocese
of
Canterbury**

**Pastoral Assistant Course
2019**

Session 3

Session 3. Ways of Communicating

Time approx			Resources
7.00	<p>Welcome/ Introduction</p> <p style="text-align: center;">DD</p>	<p>Welcome back. Any issues/questions from session 2. Linkwork from last time was noting a conversation and registering whether it was an equal conversation or whether one or other of the two participants had the greater/dominant share.</p> <p>Aims for Session 3</p> <ul style="list-style-type: none"> • To understand what communication is. • To understand the place of communication within and around Pastoral Care • To develop some of the skills needed to communicate effectively. 	<p style="text-align: center;">Flipchart</p>
7.10	<p style="text-align: center;">Opening Prayer</p>		
7.25	<p style="text-align: center;">Who am I</p> <p style="text-align: center;">LH</p>	<p>Communication is the interaction between two or more people.</p> <p>It's important that we know ourselves - our strengths, weaknesses and vulnerabilities.</p> <p>Look at the words on the flipchart and quickly (no great analysis) answer the following. Which of these apply to you?</p> <p>Which would you say you have a lot of?</p> <p>Some of?</p> <p>Need to work on?</p> <p>What other skills/qualities/attributes apply to you?</p> <p>Any others you would add?</p> <p>Individually reflect quietly on what might be required of a good communicator.</p>	<p>Words on flipchart</p> <p>Sensitivity Warmth Honesty Reliability Thoughtfulness Reliability Punctuality Confidentiality Kindness</p> <p>Handout 3.1 Thoughts on communication</p>

7.40	Ways of Communicating DD	<p>How do we communicate? Consider all ways . E mail, Social media, Skype/Facetime, Whatsapp, Telephone/call or text, In a group setting, Face to face on an individual basis – but also through art/music/poetry/literature/touch Remember Paul did much of his pastoral caring by letter. Discuss in two groups advantages and disadvantages of each. We discussed particularly the use of social media. Can be impersonal and distant but can also be a life line.</p>	Flipchart
8.00	Comfort break		
8.10.	Biblical Underpinning LH	<p>Colossians 4:6 Let your speech always be gracious... Proverbs 18:13 If one gives an answer before he hears.... James 1:19 Let every person be quick to hear, slow to speak.... We looked at the passages and discussed them. Also talked about the importance of touch, but the need for sensitivity. Jesus touching the leper made him feel valued. Reminiscent of Princess Di and AIDS victims.</p>	Handout 3.3
8.15	Self and Sharing DD	<p>When is it right to share our own stories?</p> <ul style="list-style-type: none"> • If it benefits the person we are supporting • If it clarifies a situation • NOT for our benefit <p>Discussion with examples from the group of when sharing might be helpful and when not.</p>	

8.30	<p>Communication</p> <p>LH</p>	<p>Famous Mehrabian theory states that</p> <p>55% of communication is body language</p> <p>38% is tone of voice and facial expression</p> <p>7% is the words used</p> <p>Greatly misused theory and can be very stifling. So use with care.</p> <p>I might be standing with my arms folded and a frown (Facilitator to demonstrate)– so closing myself off from your conversation???? but I might just be cold</p> <p>Remember the four Cs</p> <ul style="list-style-type: none"> • Culture • Context • Congruence • Common sense – which is the most important of all. 	Handout 3:2
8.45	LH	<p>Linkwork: to read through all handouts</p> <p>To observe all methods of communication we use in the coming two weeks and reflect on efficacy of each.</p> <p>To consider what might be best looked at in detail during block two ready for discussion (brief) in 2 weeks time.</p> <p>Remind that there is no session next week.</p>	
8.55	LH	Closing prayer	