

# Teen Education and Enrichment Programs

## MCCA Work Ready Certificate Manual

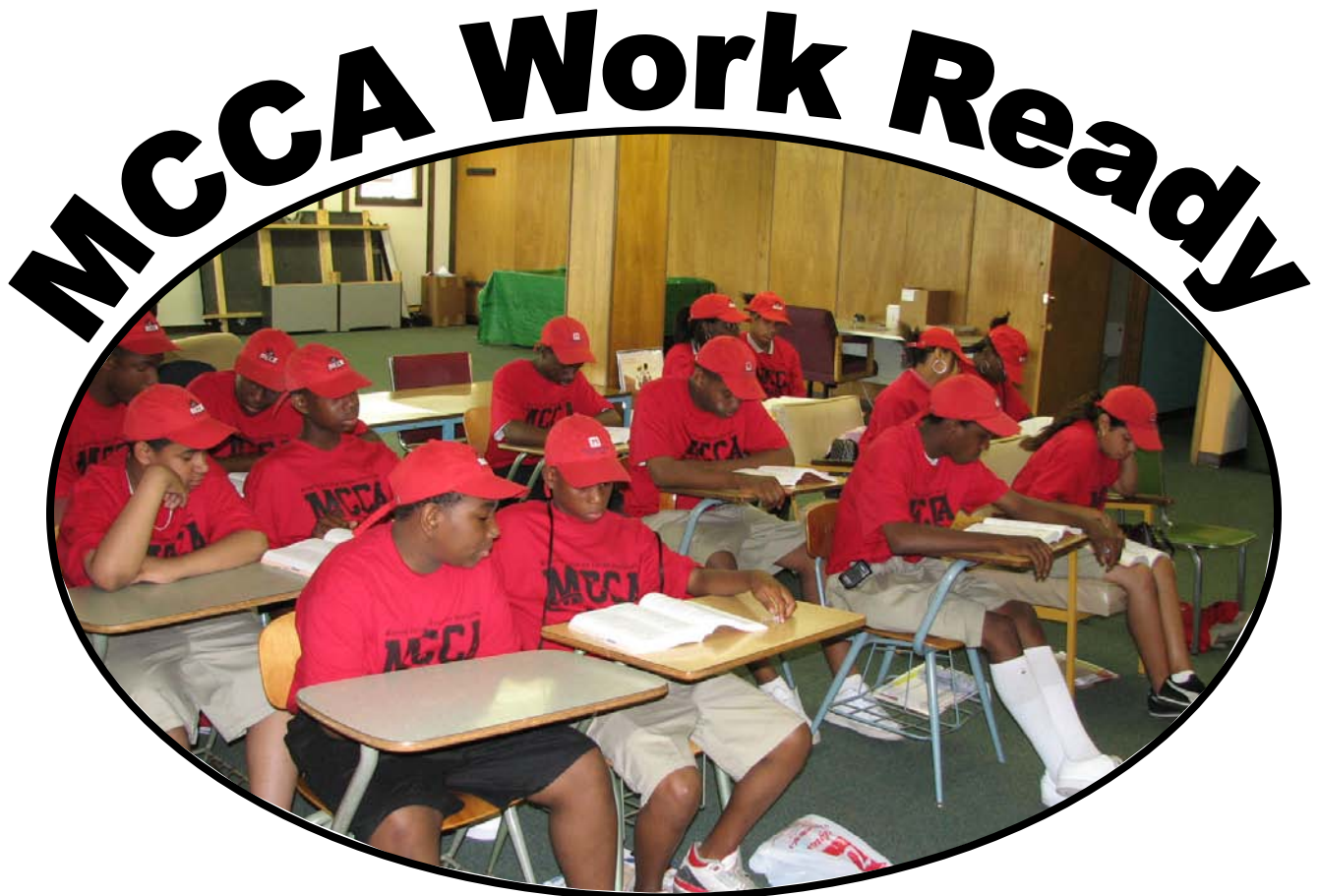
Part 1: Life Skills

Part 2: Job Readiness

Part 3: Finding a Job

Part 4: Visiting Potential Employers

Part 5: Working Well with Others



“BUILDING FUTURE LEADERS”

### MINORITY CHRISTIAN COACHES ASSOCIATION

Teen Education and Enrichment Programs

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**MCCA**  
*Sports*  
*Ministry*



# MINORITY CHRISTIAN COACHES ASSOCIATION

Teen Education and Enrichment Programs

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<b>MCCA Work Ready Certificate Program</b>			
<b>Part 1 Life Skills</b>	<b>Level 1 Student</b>	<b>Level 2 Student</b>	<b>Level 3 Student</b>
Healthy Relationships	X	X	X
Good Hygiene Habits	X	X	X
Anger Management	X	X	X
Time Management	X	X	X
Learning to be Accountable	X	X	X
<b>Part 2 Job Readiness</b>	<b>Level 1 Student</b>		
Assessing Your Personal Skills	X	X	X
Communicating With Others	X	X	X
Benefits of Working	X	X	X
Volunteering and Internships	X	X	X
How to Write a Resume	X	X	X
<b>Part 3 Finding a Job</b>		<b>Level 2 Student</b>	
Attending Job Fairs	NA	X	X
Searching for Employment	NA	X	X
<b>Part 4 Visiting Potential Employer</b>		<b>Level 2 Student</b>	
Dressing For Success	NA	X	X
Filling Out an Application	NA	X	X
Interviewing	NA	X	X
<b>Part 5 Working With Others</b>			<b>Level 3 Student</b>
Learning Your Job	NA	NA	X
Working with a Team Concept	NA	NA	X
Ethics in the Work Place	NA	NA	X

# Teen Education and Enrichment Programs

## Part 2 Job Readiness:

Workshop 6: Assessing Your Personal Skills

Workshop 7: Communicating With Others

Workshop 8: Benefits of Working

Workshop 9: volunteering and Internships

Workshop 10: How to Write a Resume

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# Part 2

# Job Readiness

## Workshops # 6

### Assessing Your Personal Skills

- A. Assessing Your Personal Leadership Skills
- B. Developing a Positive Mental Attitude
- C. 15 Personal Skills You Need on the Job

## Workshops # 7

### Communicating With Others

- A. Communicating Skills-Start Here!
- B. How to Improve Communication
- C. Non-Violent Communication

## Workshops # 8

### Benefits of Working

- A. Why Teens Should Work Retail
- B. 5 Reason Why Teenagers Should Have an After-School Job
- C. Teenage Work Ethic

## Workshops # 9

### Volunteering and Internships

- A. Gain Work Experience Through Volunteering
- B. Volunteering
- C. Finding a Summer Job or Internship

## Workshops # 10

### How to Write a Resume

- A. Resumes for Teens
- B. Seven First Time Resume Concerns
- C. How to Address Your Background
- D. Resume Template for Teens

# Teen Education and Enrichment Programs

## Part 2 Job Readiness: Workshop #7

### Communicating With Others

- A. Communicating Skills-Start Here!
- B. How to Improve Communication
- C. Non-Violent Communication

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# Communicating With Others

## Communication Skills - Start Here!

### Why you need to get your message across

Effective communication is all about conveying your messages to other people clearly and unambiguously. It's also about receiving information that others are sending to you, with as little distortion as possible.

Doing this involves effort from both the sender of the message and the receiver. And it's a process that can be fraught with error, with messages muddled by the sender, or misinterpreted by the recipient. When this isn't detected, it can cause tremendous confusion, wasted effort and missed opportunity.

In fact, communication is only successful when both the sender and the receiver understand the same information as a result of the communication.

By successfully getting your message across, you convey your thoughts and ideas effectively. When not successful, the thoughts and ideas that you actually send do not necessarily reflect what you think, causing a communications breakdown and creating roadblocks that stand in the way of your goals – both personally and professionally.

In a recent survey of recruiters from companies with more than 50,000 employees, communication skills were cited as the single more important decisive factor in choosing managers. The survey, conducted by the University of Pittsburgh's Katz Business School, points out that communication skills, including written and oral presentations, as well as an ability to work with others, are the main factor contributing to job success.

In spite of the increasing importance placed on communication skills, many individuals continue to struggle, unable to communicate their thoughts and ideas effectively – whether in verbal or written format. This inability makes it nearly impossible for them to compete effectively in the workplace, and stands in the way of career progression.

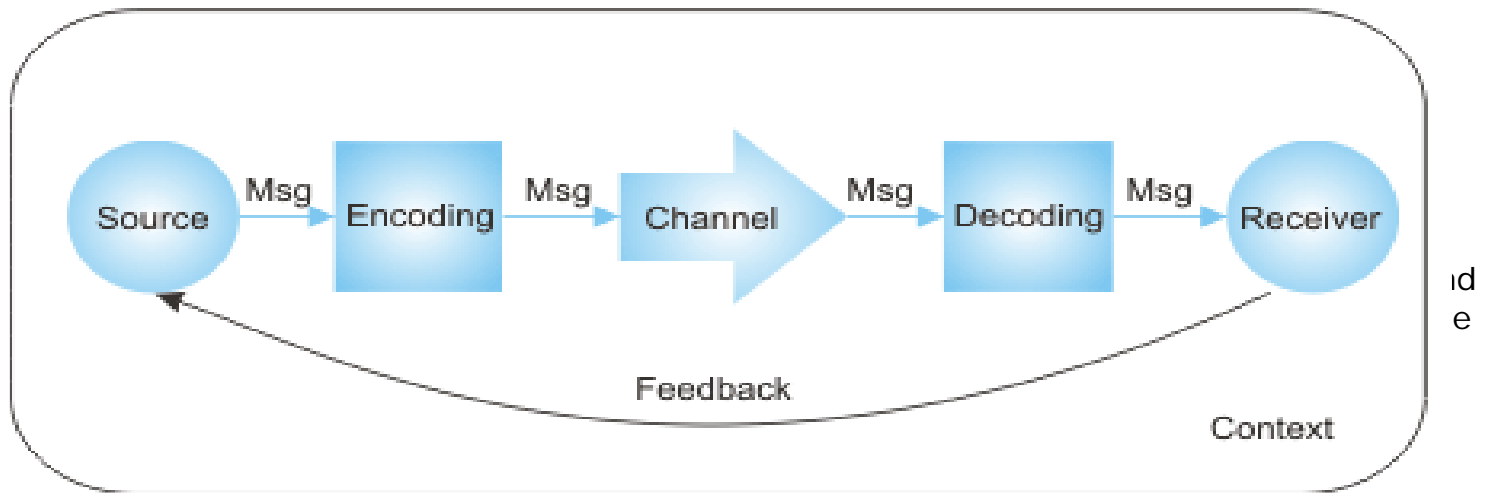
Being able to communicate effectively is therefore essential if you want to build a successful career. To do this, you must understand what your message is, what audience you are sending it to, and how it will be perceived. You must also weigh-in the circumstances surrounding your communications, such as situational and cultural context.

# Communicating With Others

## *Communications Skills – The Importance of Removing Barriers*

Problems with communication can pop-up at every stage of the communication process (which consists of the **sender**, **encoding**, the **channel**, **decoding**, the **receiver**, **feedback** and the **context** – see the diagram below). At each stage, there is the potential for misunderstanding and confusion.

### The Communication Process:



### **Encoding...**

This is the process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end. Your success in encoding depends partly on your ability to convey information clearly and simply, but also on your ability to anticipate and eliminate sources of confusion (for example, cultural issues, mistaken assumptions, and missing information.)

# Communicating With Others

A key part of this is knowing your audience: Failure to understand who you are communicating with will result in delivering messages that are misunderstood.

## ***Channel...***

Messages are conveyed through channels, with verbal channels including face-to-face meetings, telephone and videoconferencing; and written channels including letters, emails, memos and reports.

Different channels have different strengths and weaknesses. For example, it's not particularly effective to give a long list of directions verbally, while you'll quickly cause problems if you give someone negative feedback using email.

## ***Decoding...***

Just as successful encoding is a skill, so is successful decoding (involving, for example, taking the time to read a message carefully, or listen actively to it.) Just as confusion can arise from errors in encoding, it can also arise from decoding errors. This is particularly the case if the decoder doesn't have enough knowledge to understand the message.

## ***Receiver...***

Your message is delivered to individual members of your audience. No doubt, you have in mind the actions or reactions you hope your message will get from this audience. Keep in mind, though, that each of these individuals enters into the communication process with ideas and feelings that will undoubtedly influence their understanding of your message, and their response. To be a successful communicator, you should consider these before delivering your message, and act appropriately.

## ***Feedback...***

Your audience will provide you with feedback, as verbal and nonverbal reactions to your communicated message. Pay close attention to this feedback, as it is the only thing that can give you confidence that your audience has understood your message. If you find that there has been a misunderstanding, at least you have the opportunity to send the message a second time.

## ***Context...***

The situation in which your message is delivered is the context. This may include the surrounding environment or broader culture (corporate culture, international cultures, and so on).

## ***Removing Barriers at All These Stages***

To deliver your messages effectively, you must commit to breaking down the barriers that exist within each of these stages of the communication process.

# Communicating With Others

Let's begin with the message itself. If your message is too lengthy, disorganized, or contains errors, you can expect the message to be misunderstood and misinterpreted. Use of poor verbal and body language can also confuse the message.

Barriers in context tend to stem from senders offering too much information too fast. When in doubt here, less is oftentimes more. It is best to be mindful of the demands on other people's time, especially in today's ultra-busy society.

Once you understand this, you need to work to understand your audience's culture, making sure you can converse and deliver your message to people of different backgrounds and cultures within your own organization, in your country and even abroad.

The first skill that you'll learn in this communications skills section of MindTools.com is 'How to Make a Great First Impression': This is essential if you're going to have the chance to communicate your message. To read this, click 'Next article' below. Other relevant destinations are shown in the "Extension Resources" list underneath.

Adopted From:

<http://www.mindtools.com/CommSkill/CommunicationIntro.htm>

# Communicating With Others

## How to Improve Communication Skills

Good communication skills are a necessity in your personal and business life. Some people are naturally good communicators. For everyone else, communication is a skill that must be nurtured. With a little time and effort, no one will ever know you weren't born with the gift of gab. Follow these steps to improve your communication skills.

**Step 1:** Think before you speak. Plan your presentations and other addresses to groups whenever possible, especially in business. Even if you don't know everything you want to say, you should have a general idea. In more private conversations, take the time to be clear about the points you want to make before talking. Always be honest in your communication.

**Step 2:** Be an active listener. Listening is often more important than speaking. To improve your communication skills, pay attention to what others are saying without getting distracted.

**Step 3:** Make good eye contact. Shifty eyes make you seem less than [trustworthy](#) in business and personal life. If you are looking everywhere but in the eyes of your audience, it will arouse suspicion. This doesn't mean you should initiate a staring contest. Just make sure to put your audience at ease by holding the gaze at times.

**Step 4:** Take it slow. Don't slur your words together or mumble. Enunciate. If you speak too fast, then you'll lose your audience. Use words only if you are sure of their meaning. Make yourself easily understood.

**Step 5:** Use appropriate volume and tone. Of course, you should speak louder when addressing a group than you would in private conversations. Reflect emotion in your voice. A monotone approach is never appropriate in any setting.

**Step 6:** Practice; it's the best way to improve your communication skills. The more you do it, the easier it will get.

Adapted from:

[http://www.ehow.com/how\\_2080970\\_improve-communication-skills.html](http://www.ehow.com/how_2080970_improve-communication-skills.html)

# Communicating With Others

## **Improving communication**

Communication means more than talking. Good communication involves three things:

1. Active listening
2. The timing and the setting of communication
3. Effective self-expression

**Active listening:** Watching and listening play a big part in good communication. The goal of active listening is to understand not just the words a person says but the meaning the person is trying to get across.

**Timing and setting:** Some settings make communicating easier, just as certain times seem to be better than others. Be sensitive to potential problems and eliminate distractions.

**Effective self-expression:** Be sensitive to your own style of communicating. Take note of how you say things. Are you saying what you really mean? Are you saying it clearly and simply? Do you give other messages with your tone of voice, your facial expression or your body as you talk and listen?

## **Improving Listening Skills**

Stop talking. You can't listen if you are doing all the talking.

- Be patient. If a thought is hard or complex, it may take longer for an impaired person to understand or respond. Two or three minutes may be needed before the person can even begin to answer your question.
- Keep in mind that you can repeat the question or idea after waiting a few minutes for a response.
- Keep things simple. Use short sentences and plain words. Avoid complicated questions or directions.
- Do not interrupt. The impaired person may need extra time to express what he or she wishes to say.
- Show interest. Let the person know that you care what he or she is trying to say. Maintain eye contact, and stay near the person.

# Communicating With Others

- Be gentle and make allowances for poor behavior. Outbursts are not unusual with this disease, but these are not deliberate. Try to be calm and to use tact, even if the impaired person is loud or abusive. Try to respond to any negative statements with understanding comments until the angry outburst ends. Sometimes the person will say things that hurt you very much, will use language that offends you, or will speak in a way you don't like. At these times, it is important to remember that, while these things do hurt, they are not meant personally.
- Double-check understanding. Avoid assuming that the impaired person understands you.

The person may even say he or she understands what you have said but still not understand at all. The best way to check understanding is to see what the impaired person does, instead of trusting what he or she says.

Remember: the person will forget. The person will forget things you tell him or her. This can be very frustrating, and there is little that can be done to help it. For your own sake, it is probably best to assume that you will have to repeat many things during the day.

## **Improving the setting and timing**

- Make sure the impaired person can see you well. Sit or stand directly in front of the person, and look at him or her when you speak. Avoid glaringly bright or too dark settings.
- Avoid distractions. Communication will be hard, if not impossible, under these circumstances:
  - When the impaired person is involved in some other activity that requires concentration;
  - When the background is noisy (loud street noise, for instance, or the sound of the television or even loud music);
  - When other things or people can attract the impaired person's attention (at shopping centers or restaurants, for example).
- Set aside a quiet place. You may even want to set aside a certain area in your home just for communicating. Try to find a quiet, simple place where you can go when you want to get something across to the impaired person. This could be a separate room or perhaps just a corner.

# Communicating With Others

- Plan ahead, and take extra time. Try to observe the impaired person's daily patterns. Does he or she seem better able to communicate at certain times of day? If so, you can take advantage of good times for important activities and communications. You will also be able to anticipate problems during the bad times, and be prepared to allow extra time for explanations.

## **Improving self-expression**

Think ahead about what you will say. Know what information you want to tell or find out, and break this information down into individual parts. You will want to simplify everything as much as possible. For example, give just one direction or piece of information at a time.

Ask just one question at a time. Try to think of brief, easy-to-understand words and sentences to explain what you mean, but speak as you would to an adult. Don't talk "baby talk." Anticipate problems. Be prepared, for example, to repeat yourself many times without losing your temper.

Make eye contact before speaking. Try to sit if the impaired person is sitting or lying down, so you will both be at the same level. Sometimes a gentle touch, if appropriate, can be a way of making sure you have the person's attention before you begin speaking.

Listen to how you sound. Is your voice louder than usual? If so, you may sound angry or upset. Even if the impaired person has a hearing problem, try to speak in a clear, pleasant voice. Speaking slowly and clearly will help. (Once again, though, remember to speak in an adult-to-adult way.)

Watch your "body language." Are you smiling when you speak, or frowning? Are you at ease or tense? If your words and the way you say them do not agree with how you feel and what you really mean, you may very well give a mixed message. Impaired people don't necessarily lose the ability to "read" such nonverbal cues.