

MOOC DIGITAL WORKPLACE		
MODULE 2: COMMUNICATION		
VIDEO: MOD2_3: Expressing yourself effectively		
<p style="text-align: right;">Script:</p> <p>details of what the course presenter will say.</p> <p>On screen text: ideas, images etc. to appear on screen as and when prompted.</p> <p>Editing notes</p>		
SCRIPT	ON SCREEN TEXT	EDITING NOTES
<p>Did you know that we don't use just one way to communicate? We don't express ourselves in just one way, nor do we listen using only our ears...</p>		<p>Close-up of the trainer for a few seconds holding a sign showing his/her full name.</p>
<p>Basically, we use 3 different ways to communicate:</p> <ul style="list-style-type: none"> • Verbal communication, which basically refers to what we say with our words. • Non-verbal communication, which refers to both our image and other things like the gestures we use to communicate, how we use the space we are in and the signs we use ... • Paralinguistic communication, which has to do with how we convey our message in terms our voice: the intonation we use, the volume and rhythm and even the pauses we use and how we handle moments of silence. <p>All of these things communicate!</p>	<p>Poster:</p> <ul style="list-style-type: none"> • Verbal communication • Non-verbal communication • Paralinguistic communication <p>Poster:</p> <p>All of these things communicate!</p>	<p>Close-up of the trainer pointing out the different types of communication.</p>
<p>Despite what most people may think, verbal communication is actually the least important of three ways to communicate. Non-verbal communication and linguistic communication actually compliment and reinforce our verbal communication</p>		<p>Close-up of the trainer.</p>
<p>It is important to bear in mind that when we are teleworking, we lose some of the advantages of nonverbal and paralinguistic communication, as we can't always see each other face to face.</p> <p>We must therefore ensure to adapt our messages to the specific context, so that they reach the receiver in the most appropriate way possible. We have to find ways to compensate for what the channel and remote working limits for us.</p>	<p>Poster:</p> <p>Compensating for the limitations which digital channels and remote working place on our non-verbal or paralinguistic communication.</p>	<p>Close-up of the trainer walking.</p>
<p>So.. how can we express ourselves more effectively?</p>		

- Every time you have an important conversation coming up, take your time to prepare for it: think about what you want to achieve?
- Try to focus on a maximum of 3 points in each meeting.
- Remember that you are responsible for your own communication. You should be careful with even the smaller details and every element of the communication process that we saw in the previous video.
- Using simple and direct communication is always much more effective. Don't go around in circles!
- Redirect the conversation when necessary. For example, if you think that the conversation has gone off on a tangent and is deviating from your objective (sometimes we fall into the trap of following the conversation flow of the other person, answering anything that they ask us, and leaving aside what we wanted to achieve).
- When communicating with another person, try to be consistent between what you are saying and the gestures you are using, between what you say verbally, and how you are accompanying him with your nonverbal and paralinguistic communication.
- Looking into the other person's eyes will show you are sincere and open. Eye contact is very important, so when you are working remotely, whenever possible use video calls as opposed to just voice calls.

Expressing yourself effectively is a key skill for a good communicator. Use every opportunity you have in your interactions with other people to practice all of the above points. In doing so you will increasingly develop your skill even more.

Poster with a summary of the key points:

- Prepare your conversation.
- Focus on 3 key ideas.
- Take care with all details.
- Communicate directly and easily.
- Redirect the conversation if necessary.
- Maintain consistency between different forms of communication.
- Use eye contact appropriately.

Close-up of the instructor with the text on one side of the screen (bullet points gradually appearing as they are mentioned).