



FUNDACJA INNOWACYJNEJ EDUKACJI

Dictionary of Youth

Funded by support of Erasmus+ Programme



Erasmus+



DICTIONARY OF YOUTH

Participating organisations:

Fundacja Innowacyjnej Edukacji (Poland)

World Independent Youth Union (Armenia)

Modern Youth Public Union (Azerbaijan)

Academy of innovation (Russia)

Eduplus (Lithuania)

SFERA Srbija (Serbia)

The Changemakers (Turkey)

NGO "European Youth Community" (Ukraine)


Y.E.A.S.T. (Italy)

You in Europe (Greece)



COMMUNICATION





COMMUNICATION

BASICS



EXPERIENCE

Communication skills are very important as, whether or not, the receiver or receivers understand what we intended to send will have an effect not only on the perception of the message but also on the relationship between us.

CONTRIBUTIONS

Presentations are communication tools that can be demonstrations, lectures, speeches, reports, and more. Most of the time, they're presented before an audience.





HALF THE WORLD IS COMPOSED OF
PEOPLE WHO HAVE SOMETHING TO
SAY AND CAN'T, AND THE OTHER
HALF WHO HAVE NOTHING TO SAY
AND KEEP ON SAYING IT.

ROBERT FROST





IMPORTANCE OF COMMUNICATION

We use communication every day in nearly every environment, including in the workplace. Whether you give a slight head nod in agreement or present information to a large group, communication is absolutely necessary when building relationships, sharing ideas, delegating responsibilities, managing a team and much more. Learning and developing good communication skills can help you succeed in your career, make you a competitive job candidate and build your network. While it takes time and practice, communication and interpersonal skills are certainly able to be both increased and refined. There are four main types of communication we use on a daily basis: Verbal, nonverbal, written and visual. Let's take a look at each of these types of communication, why they are important and how you can improve them for success in your career.



THE CHANNELS

There are several different ways we share information with one another. For example, you might use verbal communication when sharing a presentation with a group. You might use written communication when applying for a job or sending an email. There are four main categories or communication styles including verbal, nonverbal, written and visual:





Channels of communication

VERBAL



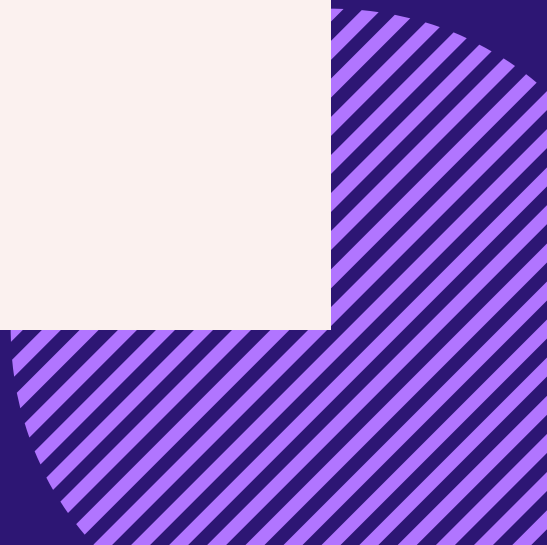
NONVERBAL



WRITTEN



VISUAL







VERBAL

The Verbal Communication is a type of oral communication wherein the message is transmitted through the spoken words. Here the sender gives words to his feelings, thoughts, ideas and opinions and expresses them in the form of speeches, discussions, presentations, and conversations. The effectiveness of the verbal communication depends on the tone of the speaker, clarity of speech, volume, speed, body language and the quality of words used in the conversation. In the case of the verbal communication, the feedback is immediate since there are a simultaneous transmission and receipt of the message by the sender and receiver respectively. The sender must keep his speech tone high and clearly audible to all and must design the subject matter keeping the target audience in mind. The sender should always cross check with the receiver to ensure that the message is understood in absolutely the same way as it was intended. Such communication is more prone to errors as sometimes the words are not sufficient to express the feelings and emotions of a person. The success of the verbal communication depends not only on the speaking ability of an individual but also on the listening skills. How effectively an individual listens to the subject matter decides the effectiveness of the communication. The verbal communication is applicable in both the formal and informal kind of situations.



This form of communication is further classified into four types, which are:

1. Intrapersonal Communication. This form of communication is extremely private and restricted to ourselves. It includes the silent conversations we have with ourselves, wherein we juggle roles between the sender and receiver who are processing our thoughts and actions. This process of communication when analyzed can either be conveyed verbally to someone or stay confined as thoughts.
 2. Interpersonal Communication This form of communication takes place between two individuals and is thus a one-on-one conversation. Here, the two individuals involved will swap their roles of sender and receiver in order to communicate in a clearer manner.
- 



3. Small Group Communication This type of communication can take place only when there are more than two people involved. Here the number of people will be small enough to allow each participant to interact and converse with the rest. Press conferences, board meetings, and team meetings are examples of group communication. Unless a specific issue is being discussed, small group discussions can become chaotic and difficult to interpret by everybody. This lag in understanding information completely can result in miscommunication.

4. Public Communication This type of communication takes place when one individual addresses a large gathering of people. Election campaigns and public speeches are example of this type of communication. In such cases, there is usually a single sender of information and several receivers who are being addressed. *



*<https://arayo.scripts.mit.edu/home/new-services/etiam-dictum-egestas/>





NON-VERBAL

The Non-Verbal Communication is the process of conveying meaning without the use of words either written or spoken. In other words, any communication made between two or more persons through the use of facial expressions, hand movements, body language, postures, and gestures is called as non-verbal communication. The Non-Verbal Communication, unlike the verbal communication, helps in establishing and maintaining the interpersonal relationships while the verbals only help in communicating the external events. People use non-verbals to express emotions and interpersonal attitudes, conduct rituals such as greetings and bring forward one's personality. The non-verbal communication in the form of signals, expressions add meaning over the verbals and help people to communicate more efficiently. It supplements whatever is said in words, such as people nod to acknowledge and move their hands to give directions. The non-verbal communication defines the distance between the communicators and helps them to exchange their emotional state of mind. Also, it regulates the flow of communication, for example, an individual can give signals to convey that he had finished speaking or else he wants to speak. Sometimes, the non-verbals acts as a barrier to communicating effectively as the recipient could not understand what the sender is trying to say and may interpret it wrongly.



WRITTEN

The Written Communication refers to the process of conveying a message through the written symbols. In other words, any message exchanged between two or more persons that make use of written words is called as written communication. The written communication is the most common and effective mode of business communication. In any organization, the electronic mails, memos, reports, documents, letters, journals, job descriptions, employee manuals, etc. are some of the commonly used forms of written communication. Such communication is used when the information to be transmitted is lengthy and includes some complex terms that cannot be explained verbally. Also, the organizations maintain their documents in writings such that these can be used as a reference and evidence of any transaction anytime in the future. Thus, it is essential for every business organization to develop effective writing skills and inculcate this in all its employees. The effectiveness of written content depends on the correct choice of words, their organization into correct sentence sequence and the cohesiveness in the sentences. The information in writing is considered more legal and valid than the spoken words. Also, people rely more on the written content than what has been said orally. But, however, unlike verbal communication the feedback of written communication is not immediate since it is not spontaneous and requires time to get into the understandable form.



VISUAL

Visual communication is the transmission of information and ideas using symbols and imagery. It is one of three main types of communication, along with verbal communication (speaking) and non-verbal communication (tone, body language, etc.). Visual communication is believed to be the type that people rely on most, and it includes signs, graphic designs, films, typography, and countless other examples.

Given how broad a category visual communication is, it is somewhat difficult to trace its history. Nevertheless, there is evidence to suggest that it is the oldest form of communication. For example, in regions around the world, there are cave paintings from thousands of years ago, some dating back as far as 40,000 years. Cave paintings are a primitive form of communication that were drawn or etched into cave walls and ceilings. Though their exact purpose is not clear, these paintings include representations of, among other things, animals, landscapes, and sacred spaces, and act as a kind of prehistoric documentation.

7 C'S OF COMMUNICATION

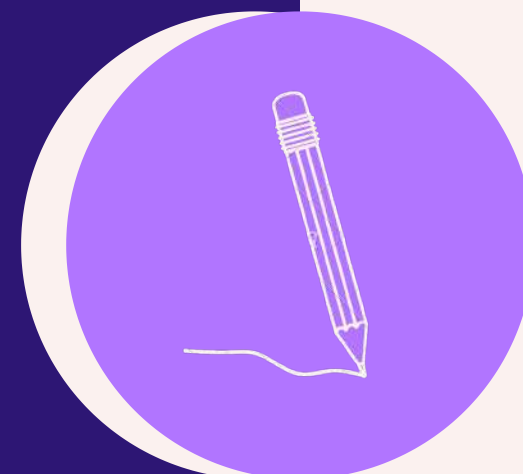
THE 7 C'S OF COMMUNICATION IS A CHECKLIST THAT HELPS TO IMPROVE THE PROFESSIONAL COMMUNICATION SKILLS AND INCREASES THE CHANCE THAT THE MESSAGE WILL BE UNDERSTOOD IN EXACTLY THE SAME WAY AS IT WAS INTENDED. TO HAVE EFFECTIVE COMMUNICATION, ONE SHOULD KEEP THE FOLLOWING 7 C'S OF COMMUNICATION IN MIND:



Clear



Correct



Complete



Concrete



Concise



Consideration



Courteous



CLEAR

The message should be clear and easily understandable to the recipient. The purpose of the communication should be clear to sender then only the receiver will be sure about it. The message should emphasize on a single goal at a time and shall not cover several ideas in a single sentence.

CORRECT

The message should be correct, i.e. a correct language should be used, and the sender must ensure that there is no grammatical and spelling mistakes. Also, the message should be exact and well-timed. The correct messages have a greater impact on the receiver and at the same time, the morale of the sender increases with the accurate message.





CONCISE

The message should be precise and to the point. The sender should avoid the lengthy sentences and try to convey the subject matter in the least possible words. The short and brief message is more comprehensive and helps in retaining the receiver's attention.

CONSIDERATION

The sender must take into consideration the receiver's opinions, knowledge, mindset, background, etc. in order to have an effective communication. In order to communicate, the sender must relate to the target recipient and be involved.





COMPLETE

The message should be complete, i.e. it must include all the relevant information as required by the intended audience. The complete information gives answers to all the questions of the receivers and helps in better decision-making by the recipient.



CONCRETE

The communication should be concrete, which means the message should be clear and particularly such that no room for misinterpretation is left. All the facts and figures should be clearly mentioned in a message so as to substantiate to whatever the sender is saying.





COURTEOUS

It implies that the sender must take into consideration both the feelings and viewpoints of the receiver such that the message is positive and focused at the audience. The message should not be biased and must include the terms that show respect for the recipient.

NOTE: THIS CHECKLIST APPLIES TO BOTH THE WRITTEN AND ORAL COMMUNICATION.

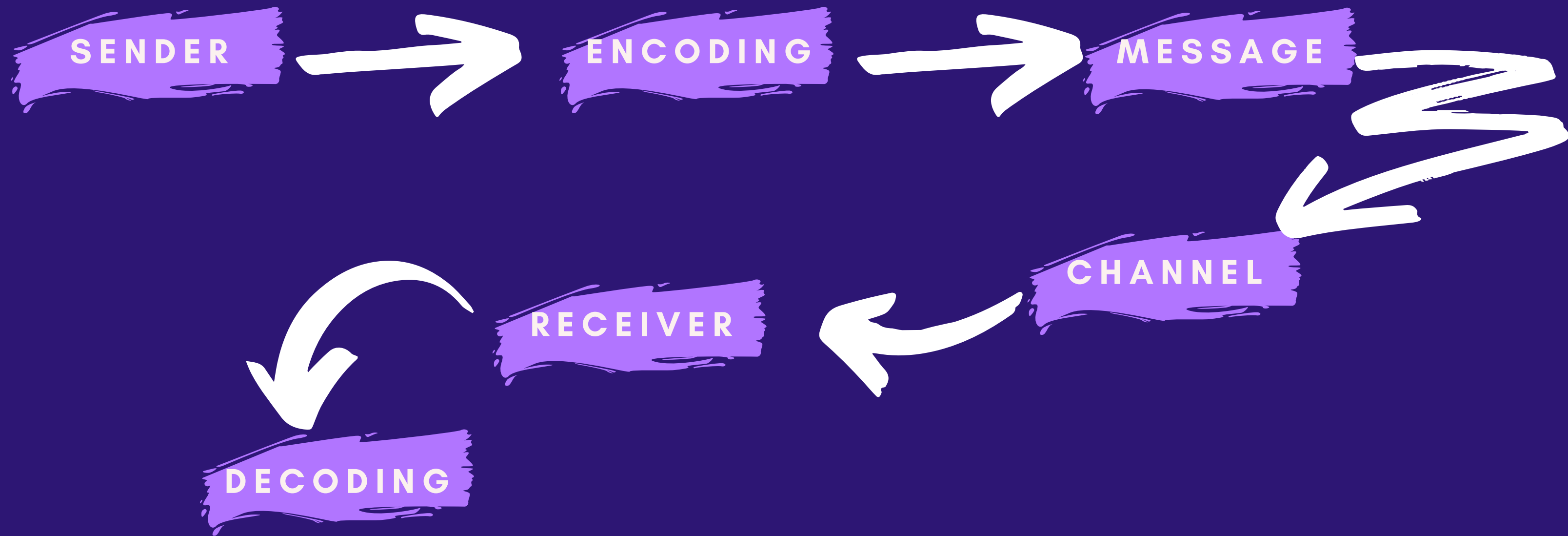


BASIC FACTS

The Communication is a two-way process wherein the message in the form of ideas, thoughts, feelings, opinions is transmitted between two or more persons with the intent of creating a shared understanding. Simply, an act of conveying intended information and understanding from one person to another is called as communication. The term communication is derived from the Latin word "Communis" which means to share. Effective communication is when the message conveyed by the sender is understood by the receiver in exactly the same way as it was intended.

The communication is a dynamic process that begins with the conceptualizing of ideas by the sender who then transmits the message through a channel to the receiver, who in turn gives the feedback in the form of some message or signal within the given time frame.

Communication Process



Seven major elements of
communication process

SENDER

The sender or the communicator is the person who initiates the conversation and has conceptualized the idea that he intends to convey it to others.

ENCODING

The sender begins with the encoding process wherein he uses certain words or non-verbal methods such as symbols, signs, body gestures, etc. to translate the information into a message. The sender's knowledge, skills, perception, background, competencies, etc. has a great impact on the success of the message.

MESSAGE

Once the encoding is finished, the sender gets the message that he intends to convey. The message can be written, oral, symbolic or non-verbal such as body gestures, silence, sighs, sounds, etc. or any other signal that triggers the response of a receiver.

COMMUNICATION CHANNEL

The Sender chooses the medium through which he wants to convey his message to the recipient. It must be selected carefully in order to make the message effective and correctly interpreted by the recipient. The choice of medium depends on the interpersonal relationships between the sender and the receiver and also on the urgency of the message being sent. Oral, virtual, written, sound, gesture, etc. are some of the commonly used communication mediums.

RECEIVER

Once the encoding is finished, the sender gets the message that he intends to convey. The message can be written, oral, symbolic or non-verbal such as body gestures, silence, sighs, sounds, etc. or any other signal that triggers the response of a receiver.




DECODING

Here, the receiver interprets the sender's message and tries to understand it in the best possible manner. An effective communication occurs only if the receiver understands the message in exactly the same way as it was intended by the sender.

FEEDBACK

The Feedback is the final step of the process that ensures the receiver has received the message and interpreted it correctly as it was intended by the sender. It increases the effectiveness of the communication as it permits the sender to know the efficacy of his message. The response of the receiver can be verbal or non-verbal.



Barriers in communication



SEMANTIC BARRIERS



PSYCHOLOGICAL
BARRIERS



PERSONAL BARRIERS



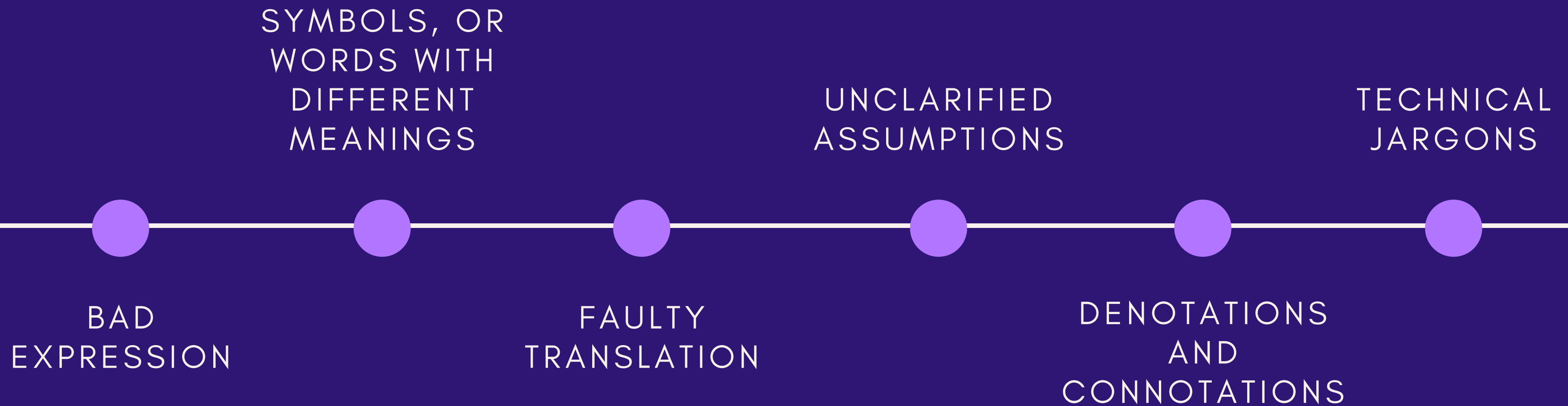
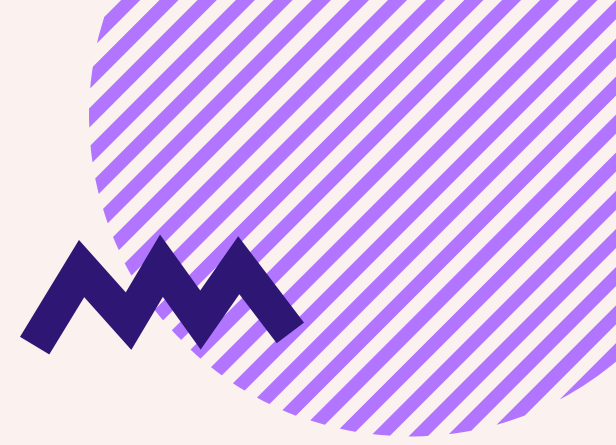
SEMANTIC BARRIERS

The Semantic Barriers refers to the misunderstanding between the sender and receiver arising due to the different meanings of words, and other symbols used in the communication. The semantic barriers usually arise when the information is not in the simple language and contains those words or symbols that have multiple meanings



6 MAIN SEMANTIC BARRIERS

FOLLOWING ARE THE MAIN LANGUAGE BARRIERS:







Bad Expression:

The message is not formulated properly and the language used is so difficult that it could be misinterpreted by the recipient. The message is said to be badly expressed if the wrong words are chosen, the sentences are not sequenced properly, and there is a frequent repetition of words or sentences. The badly expressed messages consume a lot of time as it requires corrections and clarifications and also the impact of the message gets reduced.



Symbols, or Words with Different Meanings:

There are several words that carry different meanings and often, people get confused with these words and interpret these differently due to the difference in their educational and social backgrounds. Such as, the word “Crane” has different meaning as shown in the sentences below: The bird sanctuary is full of cranes. The builder used a crane to lift heavy steel rods. The girl has to crane her neck to watch the movie.







Faulty Translation:

Sometimes, the sender translates the message as per his level of understanding irrespective of the recipient's comprehension level. For example, a manager collected information from his superiors and subordinates and translated the same information to all his employees, according to the understanding level of the superiors, and this led to the misinterpretation of the message. Thus, it is required to mold the message according to the understanding levels of the employees to have an intended response.

Unclear Assumptions:

Sometimes the sender creates assumptions about certain things which he feels the receiver must be knowing about it and focus only on the subject matter. But in the case of a special message, if the assumptions are vague and unknown to the receiver then the communication might get adversely affected.



Denotations and Connotations:

The denotation means the literal meaning of the word, it just shows the name of the object and does not imply any negative or positive qualities. The denotation barriers arise due to the sender and receiver using a different definition and meaning of the word used in the message. Such as word crane is used in the context of bird species but it is interpreted as a vehicle that lifts the objects. Whereas the implied meaning of the word is called connotation that arouses personal reactions and qualitative judgments. The connotation barriers arise when the people use words that hold different meanings in different abstract situations, contexts, feelings, etc. For example, the word beautiful and confidence has a positive connotation, but can have any of the meaning depending on the context in which it is used.

Technical jargons:

Often people working in the technical groups such as engineers, production managers, IT managers, etc. use the technical jargons in their communication which is quite difficult for the layman to understand. Thus, the use of technical jargons in communication can act as a barrier.





PSYCHOLOGICAL BARRIERS

The Psychological or Emotional Barriers refers to the psychological state i.e. Opinions, attitudes, status consciousness, emotions, etc. of a person that deeply affects the ability to communicate. The communication largely depends on the mental condition of a person, if the person is not mentally or emotionally sound, then he cannot communicate effectively either as a sender or a receiver.



The main kinds of Psychological or Emotional Barriers



LACK OF ATTENTION



PREMATURE EVALUATION



POOR RETENTION

The main kinds of Psychological or Emotional Barriers p.2



LOSS BY TRANSMISSION



DISTRUST



EMOTIONS



Lack of Attention:

When the person is pre-occupied by some other things and do not listen carefully what the other person is speaking, then arises the psychological barrier in the communication. When the person does not listen to others, then he won't be able to comprehend the message as it was intended and will not be able to give proper feedback.

Premature Evaluation:

Many people have a tendency to jump to the conclusions directly and form judgments without considering all the aspects of information. This is generally done by the people who are impatient and resort to a selective listening. This premature evaluation of the information acts as a barrier to the effective communication and lowers the morale of the sender.

Poor Retention:

The retention refers to the capacity of a brain to retain or store things in the memory. The brain does not store all the information came across but in fact, retain only those which deems to be helpful in the future. Therefore, much of the information gets lost during the retention process, and this acts as a barrier to the effective communication.

Loss by Transmission:


The loss by transmission means, whenever the information exchanges hand its credibility reduces. It is most often observed in the case of an oral communication where people handle information carelessly and transmits the information which has lost some of its truth. Thus, the improper and lack of information being transmitted to others acts as a hindrance in the communication process.

Distrust:

To have an effective communication, it is must that both the communicators (sender and receiver) trust each other. In case there is a lack of trust between both the parties, then they will tend to derive negative meaning out of the message and often ignore what has been communicated. If the receiver has no trust, then he will not listen to whatever is being said by the sender, and this will result in a meaningless communication.

Emotions:

The communication is greatly influenced by the emotions of a person. If a person is not in a good temperament, then he would not listen properly to whatever is said and might say things offending the sender. Several other emotions such as anger, nervousness, confusion, restlessness, etc. affects the communication process.





PERSONAL BARRIERS

The Personal Barriers relate to the factors that are personal to the sender and receiver and act as a hindrance in the communication process. These factors include the life experiences, emotions, attitudes, behavior that hinders the ability of a person to communicate.



PERSONAL BARRIERS



Lack of Listening Skills



Selective Attention



Lack of knowledge



Lack of vocabulary



LACK OF LISTENING SKILLS

The efficiency of communication process gets disturbed when the receiver listens only with ears but do not apply his mind. Often, the receiver listens what he wants to listen and give no attention to other aspects of the information, thereby acting as a hindrance to the effective communication.

LACK OF KNOWLEDGE

Also, the communication process suffers if the sender and receiver have less knowledge about the subject matter.



SELECTIVE ATTENTION

This problem arises when the person is impatient and put his objective above all. He gives ears to only that part of the information which is helpful for him and fulfills his objective and ignores all the other aspects.



LACK OF VOCABULARY

Often, the communication problem arises when the sender uses some words which are difficult for the receiver to comprehend correctly.





Type of Learners

VISUAL



Presentations are communication tools that can be demonstrations, lectures, speeches, reports, and more.

AUDITORY



Presentations are communication tools that can be demonstrations, lectures, speeches, reports, and more.

READING & WRITING



Presentations are communication tools that can be demonstrations, lectures, speeches, reports, and more.

KINESTHETIC



Presentations are communication tools that can be demonstrations, lectures, speeches, reports, and more.



KEEP IN MIND

FACTORS FOR SUCCESS



Motivation



Curiosity



Reflection



The Process



INFORMATION-
GATHERING

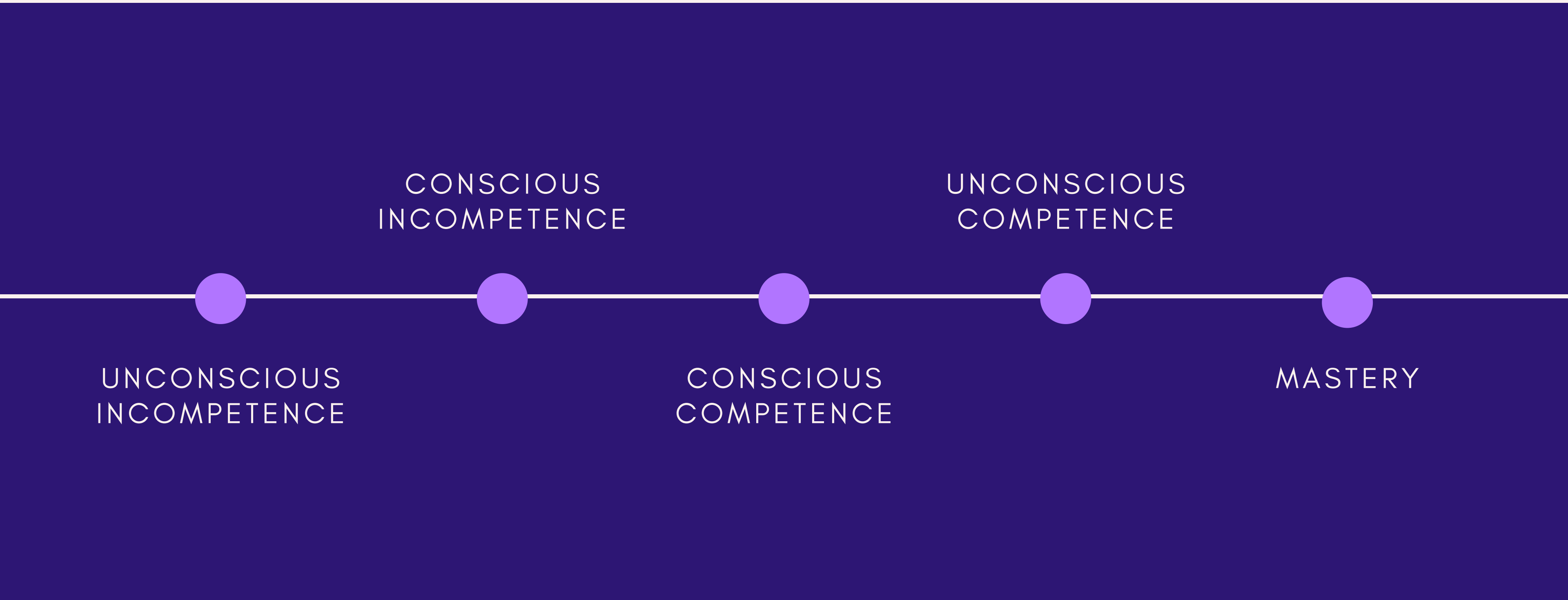
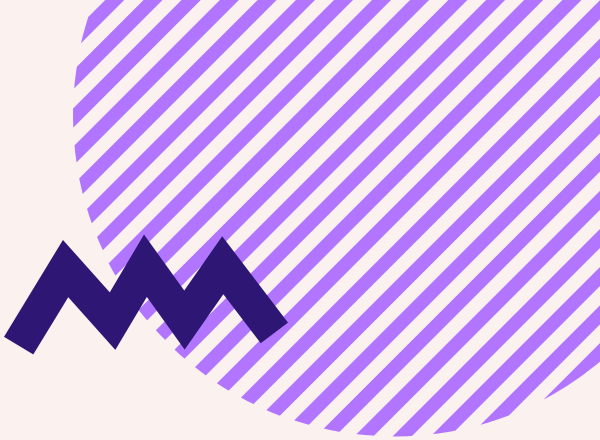


PROCESSING



ASSIMILATING

FIVE STAGES OF LEARNING

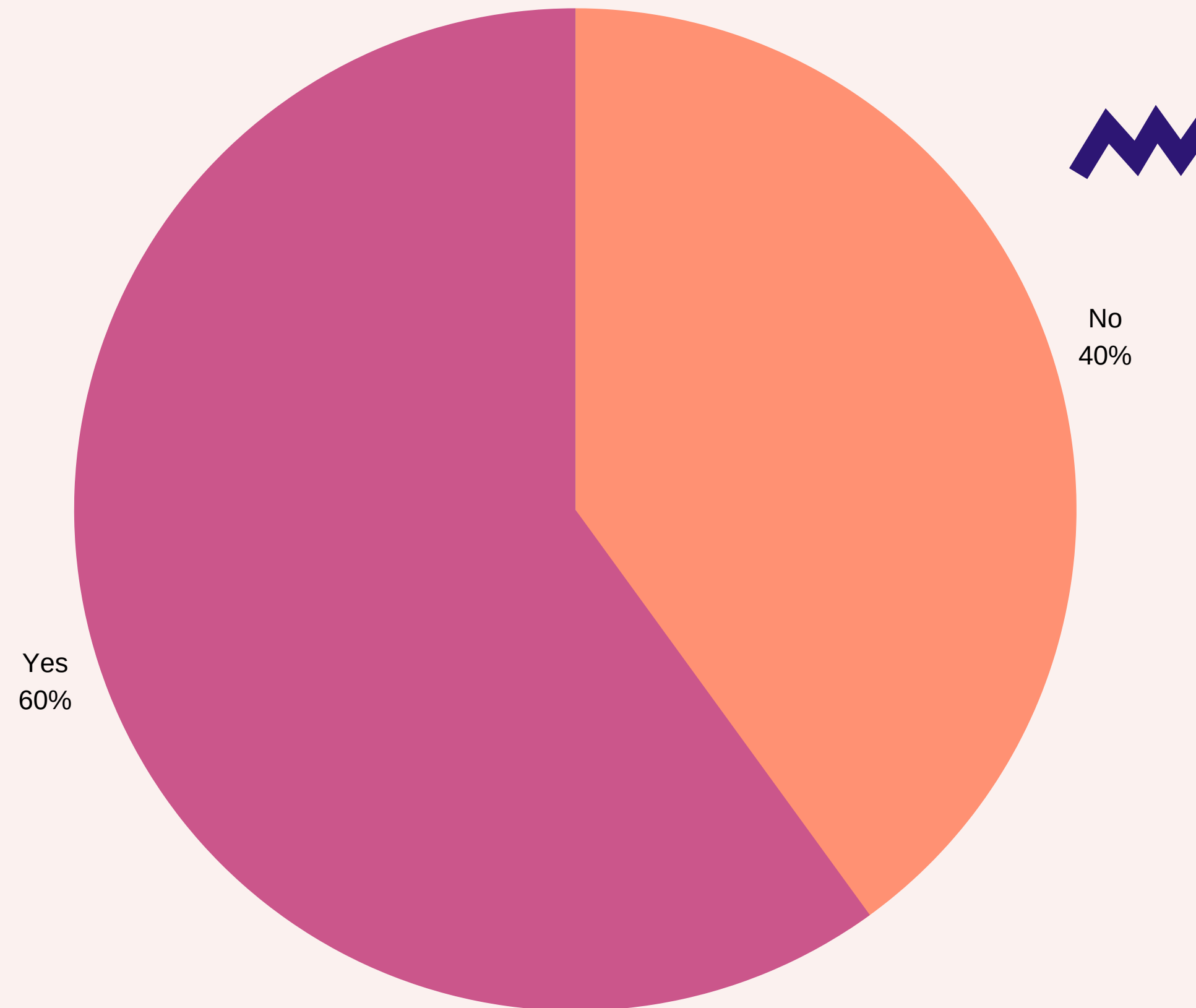




IMPORTANCE

FOR EMPLOYERS

When employers (both from business and non-governmental sector) are asked what today's workers lack most they often say communication skills. E.U.'s "Flash barometer on employers' perception of graduate employability" revealed that more than 60% of European employers consider communication skills of their employees as very important for their business.



INTERCULTURAL COMMUNICATION

Greetings, distance between people, ways of touching the other, eye contact, the way people drink, eat or talk, all these are governed by different norms in different cultures.

Sometime in the history of each culture it was decided that some gestures are desirable in given contexts, some are acceptable, some should be avoided or some are even offensive or aggressive, even if they don't actually physically hurt anyone.

A man shaking hands with a woman is courteous in some societies, somehow accepted in others and even totally unacceptable by the norms of different cultures.



Different cultures around the world have not always been so connected as they are now and their evolution was quite different. For this, each society decided or was forced to decide because of different external factors on different rules that members were supposed to follow. The important thing is to be aware that this huge diversity of norms exists and to be ready to accept them as a normal element of life.

So, for next time, try not to directly feel offended or aggressed when somebody with a different cultural background is getting too close to you, speaks louder than you consider normal, is reluctant to shake hands or even spits at your feet. Instead, take a second to understand if this is not actually a normal behavior by that person's social norms and, if it makes you feel uncomfortable, explain this to that person in a polite way.





900%

GROWTH OF ONLINE
LEARNING OVER THE
PAST 15 YEARS

\$7.3
BILLION

VALUE OF GLOBAL
GAMIFICATION MARKET



RULES YOU SHOULD BE AWARE OF WHEN INTERACTING WITH YOUR TEAMMATES

RECOMMENDATIONS

SHOWING INTEREST

- Track the speaker (eye contact & no distractions);
- Nod to show interest;
- Answer questions addressed to you and ask questions for clarification;
- Listen, don't just hear;

TURNS SPEAKING

- Do a Process check when it is needed;
- Let others speak too and encourage others to share their ideas;
- Get involved in the conversation;

FEEDBACK

- Be open to other opinions;
- Think from the other's perspective before you challenge what he/she is stating;
- How else can you say Your statement without being hurtful?

RULES YOU SHOULD BE AWARE OF WHEN INTERACTING WITH YOUR TEAMMATES

RECOMMENDATIONS

DISCUSSIONS PLAN

- Manage the time (e.g. have a time-keeper or a discussion facilitator);
- Set your priorities;
- Know your objective and stick to it; avoid secondary discussions;

BE POSITIVE

- Never forget to smile;
- Have a positive attitude, see things as an opportunity for learning, not as a problem
- Say "Thank you!" when valuable input is provided;

THINK THAN JUDGE

- Don't get stuck with "I don't know." It is not just about the result, it is also about the process;
- You are not expected to "know" but to "think". You can speculate, guess or give the best answer you can.



Honest communication is
built on truth and integrity
and upon respect of the
one for the other.

BENJAMIN E. MAYS





DICTIONARY OF YOUTH

...ABOUT THE PROJECT



DICTIONARY OF YOUTH

The project "Dictionary of Youth" was the mobility of Youth workers, that is took place in Poronin (Poland) (18-26.10.2019). The project was a joint idea of 10 organizations, representing: Poland, Ukraine, Serbia, Armenia, Azerbaijan, Russian Federation, Italy, Lithuania, Greece and Turkey.

The aim of this training course was to provide practical tools to participants to improve their communication competences, both- verbal and non-verbal (skills, attitudes and knowledge) in English for social inclusion of refugees, migrants as well as youth from intercultural background (ethnic/ religious minorities).

The main desired impact of the project was raising awareness on how to use cohesive communication tools (English and non-verbal) in youth work and daily life especially working with the topics of inclusion, participation and human rights, anti-discrimination and anti-radicalisation as well as promoting intercultural dialogue and international development, to address global social problems, improve the status of people with fewer opportunities, promote cohesion and work towards a more harmonious society.

The project was funded under the Erasmus+ programme.



Erasmus+





DICTIONARY OF YOUTH

...ERASMUS+



ERASMUS+

The new EU programme for Education, Training, Youth and Sport for 2014-2020

The "Dictionary of Youth" project was co-financed through the Erasmus+ programme of the European Commission.

The Erasmus+ programme aims to boost skills and employability, as well as modernising Education, Training, and Youth work. The seven year programme will have a budget of €14.7 billion; a 40% increase compared to spending levels between 2007 and 2013, reflecting the EU's commitment to investing in these areas. Erasmus+ will provide opportunities for over 4 million Europeans to study, train, gain work experience and volunteer abroad.

Erasmus+ will support transnational partnerships among Education, Training, and Youth institutions and organisations to foster cooperation and bridge the worlds of Education and work in order to tackle the skills gaps we are facing in Europe. It will also support national efforts to modernise Education, Training, and Youth systems. In the field of Sport, there will be support for grassroots projects and crossborder challenges such as combating match-fixing, doping, violence and racism. Erasmus+ brings together seven previous EU programmes in the fields of Education, Training, and Youth; it will for the first time provide support for Sport. As an integrated programme, Erasmus+ offers more opportunities for cooperation across the Education, Training, Youth, and Sport sectors and is easier to access than its predecessors, with simplified funding rules.

