



Care in Action- Турбота в Дії
STEP – Life Skills Program

Workshop Title: Communication—the Skill that Makes an Impact

Goal	To equip teens with effective communication skills that enhance their confidence, improve their interactions, and prepare them for success in the workplace.
Objectives	To reach our goal, we will: <ol style="list-style-type: none"> 1. consider communication as a key soft skill in professional and personal settings. 2. identify different types of communication (verbal, non-verbal, and written) and their impact. 3. develop active listening skills to improve conversations and teamwork. 4. practice clear and confident speaking techniques
Key message	Employers look for candidates who can express ideas clearly, collaborate effectively, and listen actively. This workshop will help teens develop confidence in speaking, writing, and non-verbal communication. By mastering the art of communication, they'll be ready to make a lasting impact wherever they go.
Skills we'll learn 10 essential life skills	<ul style="list-style-type: none"> ● Effective Communication (active listening, giving and receiving feedback); ● Trust Building (building mutual respect, finding win-win solutions, accountability in others); ● Time Management (prioritizing tasks, delegating work)
Time	1–1,5 h
Group size	10–15 participants
Age of participants	13–16
Warm-up activity/ Meditative technique	'Icebreaker': Express Yourself! (7-10 min) Choose from the Activity Bank - meditative techniques for relaxation and mindfulness or warm-up games that create a fun, relaxed environment, as appropriate to the participants.
Materials needed Resources	A list of scenarios for Activity 2 A list of messages for Activity 4
Activities (List)	Please choose from the activities provided, how many and which ones you can do, according to the time available and your participants.



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	<ol style="list-style-type: none">1. Pitch Yourself in 30 Seconds (20 min)2. Handling Tough Conversations (15 min)3. Active Listening Challenge (20 min)4. Lost in Translation (15 min)
Feedback	Wrap-up activity: Communication Toolbox (5-7 min) Facilitator Feedback: Post workshop feedback form
Follow up	Facilitator notes

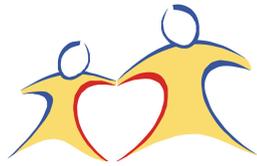
Icebreaker

Express Yourself!

This game shows that communication is more than just words. In addition, it helps participants relax and get comfortable speaking.

Communication isn't just about words—it's about how we express ourselves. Let's have some fun exploring different ways we communicate!

1. Each participant chooses one of these prompts to introduce themselves in a creative way:
 - **Gesture it!** – Introduce yourself using only gestures and facial expressions (others guess what you're saying).
 - **One Word Story** – Describe yourself in just one word and explain why you chose it.
 - **Sound Effects Only** – Introduce yourself using a sound effect that represents your personality (like a drumroll for excitement, or a "whoosh" for speed).
 2. Go around the room, letting each participant share their intro based on the prompt they picked. Highlight how verbal and non-verbal communication both play an important role in making an impression.
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Activity 1

Pitch Yourself in 30 Seconds

This activity aims to help participants develop a confident, concise, and compelling way to introduce themselves in professional settings, such as job interviews, networking events, or internships.

This is an opportunity to gain experience speaking in front of others and receive constructive feedback. Pay attention to the role of body language, tone, and enthusiasm in communication.

1. Give participants 5 minutes to create a short “elevator pitch” about themselves (name, strengths, career interests, background, skills, or goals).
2. Participants have 30 seconds to introduce themselves, using only important information, avoiding unnecessary words and distractions. It is time to structure their pitch logically and effectively.
3. Peers give constructive feedback.

Discuss how strong self-presentation can make a great first impression during public speaking.

Activity 2

Handling Tough Conversations

This interactive role-play is designed to practice effective communication in difficult situations, such as resolving conflicts, providing feedback, or asserting needs. Tough conversations happen in both personal and professional settings.

Emphasize the importance of staying calm, using positive language, and listening actively.

Ask participants: *"Have you ever been in a situation where you needed to say something important, but it was hard to express?"*

Before the game begins, discuss best practices for handling tough conversations, such as:

- Staying calm and respectful.
- Using “I” statements instead of blaming (“I feel...” instead of “You always...”).
- Acknowledging the other person’s perspective.



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- Offering solutions instead of just pointing out problems.
1. Divide participants into pairs.
 2. Give each group a realistic workplace or school scenario where communication is challenging.
 3. Each group acts out their scenario while the rest of the workshop observes.
 4. Encourage realistic conversations—participants should try to stay professional, be clear, and use positive body language.
 5. After each role-play, ask the audience:
 - *What did they do well?*
 - *What could be improved?*
 - *How else could this situation be handled?*

Examples of scenarios:

1. Disagreeing with a coworker – You and a teammate have different ideas for a school project/work task. How do you communicate your perspective without being rude?
2. Asking for help – You're struggling with a task but don't want to seem incompetent. How do you ask a supervisor or teacher for guidance?
3. Receiving criticism – Your manager/teacher gives you feedback that you feel is unfair. How do you respond professionally instead of getting defensive?
4. Addressing a misunderstanding – A friend/classmate misinterpreted your words and is upset. How do you clarify your intent and fix the situation?
5. Saying no assertively – A coworker keeps asking you to cover their tasks, and it's affecting your workload. How do you politely but firmly say no?

Activity 3

Active Listening Challenge

Effective communication isn't just about speaking—it's about truly listening. In many workplaces, strong listening skills can set you apart as a great team player and problem solver. This activity helps participants sharpen their ability to focus, understand, and respond thoughtfully in conversations. By practicing active listening, teens will learn how to build stronger relationships, avoid misunderstandings, and make others feel heard and valued—a skill that employers highly appreciate!



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1. Pair participants.
2. Ask them to tell each other a short story about their day, interests, or retell a movie. Give the pairs time to share their stories.
3. Then, one by one, the participants tell the story they heard to the entire audience. The listener must summarize what they heard without missing key details.
4. The participant whose story is being told gives feedback to the storyteller.

Activity 4

Lost in Translation – The Importance of Clear Messaging

Clear communication is the key to avoiding misunderstandings, both in the workplace and everyday life. This activity highlights how easily messages can get distorted when not communicated effectively. Through this fun and interactive challenge, participants will recognize the importance of being clear, concise, and attentive when sharing information.

Let's develop a skill that employers value in teamwork and leadership!

1. All participants stand in line.
2. Whisper a message to one person.
3. The listener must understand the meaning of the message and convey the information in their own words to the next person in line.
4. Compare the final message to the original and discuss what got lost or changed.

The next messages are detailed enough to create miscommunication when whispered through a group but still realistic for workplace scenarios.

1. "The project deadline has been moved up from Friday to Wednesday, but only for the marketing team, not the developers."
2. "To access the meeting room, you need to get the key from Sarah, but if she's not there, check with James at reception."
3. "Our lunch break is extended to an hour today, but only if we finish the morning tasks before 11:30 AM."
4. "The blue folder on my desk has the budget report, but if it's missing, check the green cabinet near the printer."
5. "The boss said the event is postponed until next Thursday, not this one, and the venue has changed to the downtown office."



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6. "Tomorrow's presentation is at 9 AM, not 10 AM, and the client wants us to focus more on pricing than features."
7. "John and Lisa are swapping shifts, so Lisa will work the morning, and John will cover the evening shift."
8. "Only those who submitted their forms by Tuesday will receive the training link; late submissions won't be accepted."
9. "The Wi-Fi password has changed to 'Office123!', but it only works on the second and third floors."
10. "The team meeting is now in Room 204 instead of 301, but the agenda remains the same."

Conclusion

Throughout this workshop, we've explored how communication shapes our success, from listening actively to expressing ourselves clearly. Whether in school, work, or daily life, strong communication skills help us build relationships, solve problems, and make a lasting impact. The key is to listen, express, and adapt.

Good communication isn't just about talking—it's about ensuring your message is received the right way.

Wrap up activity

Communication Toolbox

1. Give Each Participant a Blank Card or Paper
2. Ask them to write down 1-2 key lessons they learned about communication, including tips, strategies, or personal insights.
 - What key points did you remember?
 - Which skill do you find most useful?
 - Which one do you want to improve the most?
3. Invite participants to share their top takeaways about communication:

"Your communication toolbox is something you'll carry with you in school, work, and life. Keep building on these skills, and you'll be ready to make an impact!"