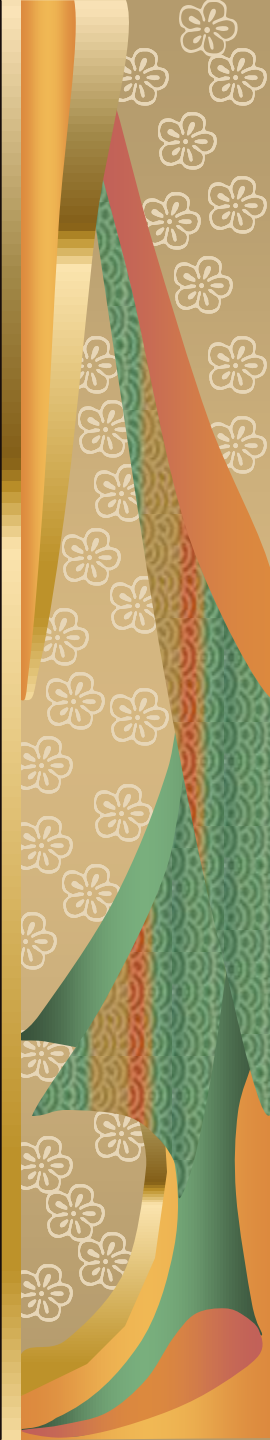


M.Ed. (First Year)

Communication Skills and Academic Writing (EC1)

Effective Classroom Communication

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Classroom Communication

Classroom Communication consists of verbal and non-verbal transactions between teachers and students and between and among students.



Classroom Communication

- ❖ **Transactional Process**
- ❖ **Complex**
- ❖ **Symbolic**
- ❖ **Has Content and Relational Aspects**



Classroom Communication

- ❖ **The student is at the disadvantage.**
- ❖ **Communicative rules of the context are determined by the teacher.**
- ❖ **Greater Responsibility on the part of the teachers.**



Supportive Classroom Climate

- ❖ **Openness rather than defensiveness**
- ❖ **Confidence rather than fear**
- ❖ **Acceptance rather than rejection**
- ❖ **Trust rather than suspicion**



Supportive Classroom Climate

- ❖ **Belonging rather than alienation**
- ❖ **Order rather than chaos**
- ❖ **Control rather than frustration**
- ❖ **High expectations rather than low expectations**



Negative Roles in Communication Context

- ❖ **Dictator** **Controlling/bossy**
- ❖ **Judge** **Assessing**
- ❖ **Victim** **Needing to be hurt**
- ❖ **Analyst** **Attributing underlying pathology**
- ❖ **Preacher** **Moraliser**
- ❖ **Lecturer** **Know-all**
- ❖ **Consoler** **Soothes**
- ❖ **Joker** **Fools around**
- ❖ **Detective** **Questioner**
- ❖ **Busy bee** **Doesn't really listen**



Ten Commandments of Supportive Classroom Climate

- 1. Acknowledging students' responses, whether correct or incorrect, as attempts to learn, and following them with accepting rather than rejecting comments.**
- 2. Providing instruction in increments that will allow success most of the time.**



Ten Commandments of Supportive Classroom Climate

- 3. Providing enough signposts so that the student always knows where he or she is and where he/she is expected to go.**
- 4. Providing the student statements of your instructional objectives that he/she can understand when he first sees them.**



Ten Commandments of Supportive Classroom Climate

5. **Detecting what the student already knows and dropping that from her curriculum, thereby not boring her with redundancy.**
6. **Providing feedback that is immediate and specific to the student's response.**



Ten Commandments of Supportive Classroom Climate

7. Giving the student some choice in selecting and sequencing subject matter.
8. Relating new information to old, within the experience of the student.



Ten Commandments of Supportive Classroom Climate

9. Treating the student as a person rather than as a number in a faceless mass.
10. Making use of those variables known to be successful in attracting and holding human attention, such as motion, color, contrast, variety and personal reference.



Positive Behavior

- ❖ **Praise**
- ❖ **Affirmations**
- ❖ **Positively stated expectations**
- ❖ **Language of belonging**
- ❖ **Eye contact**
- ❖ **Safe physical contact**
- ❖ **Body language**



Negative Behavior

- ❖ **Sarcasm**
- ❖ **Anger**
- ❖ **Belittling**
- ❖ **Superiority**
- ❖ **Negative expectations**
- ❖ **Overt use of physical size**
- ❖ **Overt use of the status**
- ❖ **Intimidation**



Inspiration

What ever profession you choose, success or failure is largely determined by the effective communication skills you possess.

**- Colin Perchard
Chairman, BBC**

