GLADD to Meet You!
The Parking Lot

<table>
<thead>
<tr>
<th>G.L.A.D.D.</th>
<th>Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

**Suggestions**
Let us to introduce you to …

GLADD
What is GLADD?
End of Session

Congratulations!
Give information about how you are feeling.
**KWL Chart**

**Topic:**

<table>
<thead>
<tr>
<th>What I Know</th>
<th>What I Want to Know</th>
<th>What I Learned</th>
</tr>
</thead>
</table>

- **What do you know about giving information?**
- **What do you want to know?**

*How to use the KWL Chart:* The first two columns are filled in at the beginning of a unit to find out what learners already know about a topic, and what they want to know. The last column is filled in at the end of a unit. It can be used to identify mastery of a topic at a wide range of individual skill and ability levels.
Communication as a Process
The anatomy of communication

Message

Feedback

Sender

Receiver
Communication Video Clip
The Goal of Communication

The intended meaning of the message by the sender is the same message meaning understood by the receiver.

Sender  

Message  

Receiver  

Feedback
Thumbs Up / Down Activity

Watch video clips again

• “Thumbs up” = a match
• “Thumbs down” = no match
• Not sure: side-to-side with thumbs.
Communication Video 3
Communication Comes in Many Forms

Aural (listening, hearing)

Non-verbal (facial expressions, body language, and posture)

Written (journals, emails, blogs, and text messages)

Verbal

Visual (signs, symbols, and pictures)
Verbal
Non-verbal

Facial expressions, body language, and posture
Aural (listening)
Written
Visual

Signs, symbols, and pictures
Introduction to Next Session

• The next section will focus on verbal, non-verbal, and visual ways of communicating.

• Listening and written forms of communication will be addressed in other sessions.
End of Session

Congratulations!
Give information about how you are feeling.
Forms of Communication – Verbal
“Who’s wearing the gown?”
Communication Video Clip
Role Play # 1

Volunteers act out a short role play with a doctor and patient.
G.L.A.D.D.

Handy High Five!

Who?
What?
When?
Where?
How?
Why?
Pain Scales

Wong-Baker FACES® Pain Rating Scale

0  2  4  6  8  10
No Hurt  Hurts Little Bit  Hurts Little More  Hurts Even More  Hurts Whole Lot  Hurts Worst

www.wongbakerFACES.org

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Role Play # 2

• Pair up
• Create your own character and symptoms
• Remember to use “Handy High five”
• Use the Pain Scale
Discussion Time

What did you learn from these activities?
Welcome to JAWS Headquarters

Welcome to your one-stop resource for the world’s leading screen reader, JAWS for Windows®. From this page, you can discover more about JAWS, quickly and easily navigate to a number of online resources, download updates, and learn valuable tips and tricks for using JAWS. Learn more about JAWS screen reading software for the blind.

New JAWS Certification Program

What’s New in JAWS 13

What is JAWS?

JAWS for Windows is a powerful accessibility solution that reads information on your screen using synthesized speech. JAWS provides many useful commands that make it easier to use programs, edit documents, and read Web pages. With a refreshable braille display, JAWS can also provide braille output in addition to, or instead of, speech. An array of versatile features and customizable options lets you tailor JAWS for your individual needs and preferences.

For information on what you need to use JAWS for Windows on your computer, see System Requirements.

RSS Feeds on the Web

Feeds on the Web allow you to automatically receive updated information from your favorite Web sites. Just subscribe to the feed and then your Internet Explorer or other feed reader shows when there is updated content. Learn more about RSS Feeds on the Web and how to subscribe to and use them.

New Surf’s Up Training

Surf’s Up! Surfing the Internet with JAWS and MAGic, the Freedom Scientific Web pages that explain how to surf the Web with JAWS screen reading software and MAGic screen magnification software, have been updated to help instructors and students take advantage of the new JAWS 13 features. Surf’s Up now also includes help with using MAGic screen magnification software on the Web. In addition, you’ll find many new and updated exercises for practice throughout.

Visit Surf’s Up online or get the Surf’s Up downloadable version for use on computers with no Internet connection.
Communication is a process that includes a sender, receiver, message and feedback.

The goal of communication exists when there is a message match between sender & receiver.

Communication comes in many forms:
- Verbal
- Non-Verbal
- Aural (listening)
- Written
- Visual

The Handy High 5 and pain scale can help you communicate verbally.

**How to use the KWL Chart:** The first two columns are filled in at the beginning of a unit to find out what learners already know about a topic, and what they want to know. The last column is filled in at the end of a unit. It can be used to identify mastery of a topic at a wide range of individual skill and ability levels.
End of Session

Congratulations!