Decide What to Do Next
### 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 making decisions?**

**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.
Styles of Communication
Styles of Communication

- In order to get what you want, you must be able communicate in a way that makes other people **want** to listen.

- **How** you say something is very important in communicating.

- Watch the following video clips. Compare the different communication styles used in each scene.
Three Styles of Communication

Three Styles of Communication
Compare and Contrast

• How were the videos the same?
• How were the videos different?
• Any other thoughts?
Communication Skills

3 ways to let others know what you are thinking and feeling

- Passive
- Aggressive
- Assertive
Hold up Your Card Activity

• Distribute a set of three style cards per participant
• Watch each video again
• Hold up the card of the style shown in the video.
Video Scene 1
Video Scene 2
Video Scene 3
Compare and Contrast

• Which style is best for getting what you want?
• Share an experience where you wished you had been more assertive? Why? Explain how the outcome might have been different.
Role Play

Volunteers act out a short role play with a doctor and patient.
End of Session

Congratulations!
Module “D” Session 2

Decide What to Do Next
FOR BETTER OR FOR WORSE

MRS. WALSH... I... UH WANT TO DISCUSS... UM... MONEY WITH YOU.

I'M NOT HAPPY WITH MY VOLUNTEER SITUATION... AND... UH... FEEL I SHOULD GET A SALARY FOR WRITING MY COLUMN FOR THE PAPER.

YOU'RE RIGHT... I NEED TO SOUND MORE SELF-ASSURED.

FOR BETTER OR FOR WORSE

THIS IS THE DAY, ANNE. EITHER I GET PAID FOR WORKING, OR I QUIT MY COLUMN.

RIGHT ON, ELI! LAY IT ON THE LINE!

GO OUT THERE AND PUT YOUR BEST FOOT FORWARD!

...AND THE OTHER IN MY MOUTH.
FOR BETTER OR FOR WORSE

PAID?! - BUT, ELLY - I...

JUST TO COVER MY GAS - AND MY BABY-SITTING?

SORRY!

MRS. WALSH - I'VE BEEN DOING A GOOD JOB - SURELY MY WORK IS WORTH SOMETHING!

ELLY - CAN ONE REALLY ASSESS THE VALUE OF OUR GRATITUDE?

FOR BETTER OR FOR WORSE

WELL, DID YOU QUIT? THEN YOU'LL GET PAID!!

NOPE. NOT EXACTLY.

THEY GAVE ME A FREE SUBSCRIPTION TO THE PAPER - AND A PARKING STICKER FOR MY CAR.

BUT, ELLY - THAT DOESN'T COST THEM ANYTHING! - YOU'RE STILL WORKING FOR FREE!

- IT'S BETTER THAN NOTHING!
Discussion

• Think a situation when you didn’t get what you wanted, how it made you feel.

• To resolve this situation, you need to negotiate and find a compromise.
Negotiation
Discussion

• Which scenario would bring about more of what the person wanted?
• Which scenario demonstrated successful negotiating?
Tips for Negotiating

• Know what you want to say and why
• Plan what you want to say
• Be truthful
• And don’t give up!
• Compromise
Negotiation Skill Steps Checklist

As each student completes a role-play, place a check mark by each skill step that was performed correctly.

<table>
<thead>
<tr>
<th>Role Player’s Name or Initials</th>
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<tbody>
<tr>
<td>1. Face other person?</td>
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<td>2. Look other person in the eyes?</td>
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<td>3. Use good voice tone?</td>
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<td>4. Use good facial expression?</td>
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<td>5. Use good body posture?</td>
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<td>6. Use good listening skills?</td>
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<td>7. Ask for what he or she wants?</td>
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<td>8. State reasons?</td>
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<td>9. Say thanks or suggest compromise?</td>
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<td>10. Say thanks or ask for a different solution?</td>
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<td>11. Say thanks or ask for time?</td>
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This form was adapted from one used in *The Speak Up! Guide* published by STIR – Steps Toward Independence and Responsibility, and Shifting the Power, projects of the Clinical Center for the Study of Development and Learning, UNC-CH.
Role Play

Volunteers act out a short role play with a doctor and patient.
Pair Share

• Pick a partner
• Use same scenario or make one up
• Use negotiation skills
• Come up with a compromise
• Share your experience with group
Confidence Meter

I'm Ready to Speak Up for Myself!
- Make Eye Contact
- Shake Hands
- Introduce the Persons with Me
- Talk Directly to Person
- Speak Clearly Using a Moderate Voice Tone
  (not too loud or too soft)

I Now Know What I Want to Say

I Am Unsure of Myself

How to use the Confidence Meter: Participants are asked to rate how confident they are about interacting with various health care professionals. The confidence meter focuses attention on their social skills and language pragmatics. It can be used to generate discussion about the importance of active participation in one's own health care.
There are 3 styles of communication:
- Passive
- Aggressive
- Assertive

Assertive communication is best for getting what you want in an effective manner.

Negotiation is used where there is a conflict in needs/wants.

Things to consider when finding a compromise:
- Goals and expected outcomes
- Alternatives
- Possible solutions

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