



**CAREER COMPASS**

Steer Your Career. Accelerate Our Mission.

# **Checking for Understanding- Did the Message get Through?**

**Participant Workbook**

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# Introduction

## Objectives:

- Learn to communicate information clearly and effectively
- Learn techniques to ensure your message is being received properly by others

## Agenda:

1. Introduction
2. Communication Techniques
3. Checking for Understanding
4. Closing / Q&A



## Reflection:

Identify a situation in which you had trouble conveying your message.

- Maybe the person didn't understand?
- Did the wrong message get through?

**What happened? Use the space provided here to capture your response.**

***“The single biggest problem in communication is the illusion that it has taken place” – George Bernhard Shaw***

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## **Communication Techniques**

### **Benefits of Effective Communication**

- Avoids Confusion
- Provides Purpose
- Creates Accountability
- Builds Positive Organizational Culture

### **Paper Folding Exercise**

Please have one sheet of paper (8 ½ x 11 or any other rectangular piece) ready.

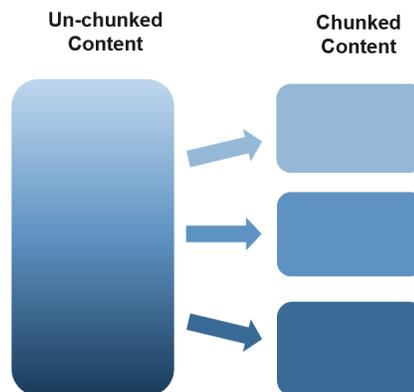
Follow the facilitator’s instructions.

**How did you feel while performing this exercise? Why did your final product not look like those in the pictures below? Use the space provided here to capture your response.**

## Tips for Effective Communication:

### Chunking

- **Grouping content into small and easily digestible units**
- **Information is easier to understand when it's broken into small, well-organized units**



<div style="font-size: 48px; margin: 0;">1</div> <p style="margin: 10px 0 0 0;">Keep paragraphs short, start a new paragraph each time you want to make a point</p>	<div style="font-size: 48px; margin: 0;">2</div> <p style="margin: 10px 0 0 0;">Use titles to introduce new concepts</p>	<div style="font-size: 48px; margin: 0;">3</div> <p style="margin: 10px 0 0 0;">Use lists and bullet points</p>	<div style="font-size: 48px; margin: 0;">4</div> <p style="margin: 10px 0 0 0;">Present information in clearly formatted tables or columns</p>
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### Chunking Exercise

**Part 1 (Un-chunked):** What items were listed? Use the space provided here to capture your response.



**Part 2 (Chunked):** What items were listed? Use the space provided here to capture your response.



### Visuals:

#### Why use visuals and illustrations?

1. More **efficient** in getting the message across
2. Ensure that a **clear** message is delivered
3. Provide a more **consistent** message
4. Results in better **retention** of information

#### Visual Guidelines:

- Start with high quality content
- Identify key information
- Define a purpose
- Choose the right type of visual
- Keep it simple

**Visual 1 question: In what year did Facebook have 400 million users?**

**Use the space provided here to capture your response.**

**Visual 2 question: What percentage of people are using Facebook on a daily basis? Use the space provided here to capture your response.**

### **Use Clear Language**

- Be specific
- Use simple language; don't use jargon
- State objectives
- Give detailed information
- Use measurable and quantifiable language

# Checking for Understanding

## Active Listening



Paraphrasing



Clarifying



Probing



Reflection / Perception Checking

***Paraphrasing chat activity-***

***Use the space provided here to capture your response.***

**Clarifying chat activity-**

**Use the space provided here to capture your response.**

**Get Feedback**

- Ask questions while you are presenting information
- Be on the lookout for non-verbal feedback
- Follow-up later by asking for feedback
- Get formal feedback: Surveys



**Poll Question:** What is the maximum number of items you should “chunk together”?

- a. 2
- b. 5
- c. 7
- d. 12

**Use the space provided here to capture your response. Did you have the right answer? Why or why not?**

# Closing

## Case Study

- At 8 a.m. one morning, Erica asks Marco, her assistant, for a report with specs on alternative fuel vehicles that are being tested for fuel efficiency
- At 2 p.m., Marco tells Erica he's leaving for the day because he has a doctor's appointment
- When asked for the report, Marco explains he has not had a chance to work on it, but will provide it first thing in the morning
- Erica is furious because she needs that report for a 4 pm meeting, and she will look bad if she can't provide it
- Marco is devastated that he had disappointed his manager; Erica is annoyed with Marco and feels like she can't rely on him.

***How could this mutual disappointment have been prevented? Use the space provided here to capture your response.***

## Final Reflection

- Which communication technique will I try next time I present information?
- Which technique will I try next time I want to make sure I was understood?
- What will I do to make sure that I am understanding others?

*Use the space provided to capture your response.*

## Contact Information

**BD17 Contact Information:** Write to us! We are always seeking to improve our learning and development products and encourage your feedback. Please email us with your suggestions and we will incorporate them into future work. Additionally, we are available to answer any questions about the content you may have and provide additional resources to support your learning endeavors.

- NAVFACHQTotalForceDevelopment@navy.mil

## Development Resources

**Career Compass Resource Center:** An online source of information that provides NAVFAC civilian employees access to professional growth and development opportunities.

- <https://www.navfac.navy.mil/ccrc>

To access more content specific to the **Communicating for Results** competency:

- <https://www.navfac.navy.mil/communicate-for-results>

**Career Compass Catalog:** an online tool which provides you with information to help you take ownership of your professional development. It identifies options to assist in planning and creating a successful career path within NAVFAC.

- <https://www.navfac.navy.mil/ccc>