

Module 7 – Social and Behaviour Change- Child Protection

Session 1: Defining Communication

Duration: 1:23 minutes

Conclusion

- Listening is an important skill for effective communication
- In order to make people open up and have proper communication, encourage them to give their opinions and ask questions
- It is important to give relevant and contextual examples
- Messages should be simple and short.
- Summarizing in between long conversations helps to understand the message better
- Communication is not only giving information, but it is also motivating people, praising them, making emotional connects, asking the right questions

Following points should be kept in mind to ensure effective communication:

- Give due respect to the person
- Give correct and complete information
- Be sensitive to people's needs, timings and convenience
- Maintain confidentiality
- Remain positive
- Accept people as they are
- Do not try to point out their shortcomings
- Do not form opinions or be judgmental
- Remain calm and maintain a balanced attitude
- Maintain relationships
- Use gender sensitive language to ensure a gender equitable approach
- It is important to give correct and complete information at the right time. In case information is not known, accept the fact that you need to update yourself
- Encourage people to ask questions and to share their point of view w Use simple or colloquial local language