



## Talk To Someone, Not About Them

### **Learning Objectives:**



1. To understand the importance of face-to-face communication in confrontation, conflict resolution and building interpersonal relationships.
2. To recognize when face-to-face communication is the most applicable form of communication.
3. To create guidelines for when each mode of communication is the best form to use within the chapter.

### **Technical Requirements:**

Laptop, projector and Internet access to show video at beginning of the workshop



Flip chart and markers – Make sure there are enough pages to give one page and a marker to small groups (see page 3). If you do not have a flipchart, poster board will work.

### **Time Needed:**

25 minutes

### **Group Size:**

Entire chapter

### **Physical Setting:**

Any facility where the group can sit comfortably, facing the facilitator

### **Preparation:**

Watch the “Talk to Someone” video through <https://vimeo.com/zetataualpha>. (Also found on [www.zetataualpha.org](http://www.zetataualpha.org)> Students> Programming> Educational Videos.)

### **Resources:**

Martin, Ashley (2011, Winter). Communication is the Key to Sisterhood: Face-to-face Interaction Most Effective. *Themis*, 14-15.

## **INTRODUCTION (3 minutes)**

*The facilitator should introduce him/herself and the program topic. Ask for the audience's attention and interaction during the discussion.*



Building friendships requires you to be yourself, listen carefully, share common interests, be dependable, and, of course, communicate. Often, messages can get misinterpreted or not conveyed at all because of the way someone chooses to communicate. Have you ever had a text message misinterpreted? Communicating electronically through text message, Facebook, Twitter or Google chat can be taken out of context and the meaning changed. With face-to-face discussion, you can explain yourself fully. For this reason, before communicating, it's important to step back and choose the best way to express yourself.

This relates to you as an individual and a sister of Zeta Tau Alpha. This ZTA video highlights the importance of face-to-face communication.

*Play the "Talk to Someone" video through <https://vimeo.com/zetataualpha> or [www.zetataualpha.org](http://www.zetataualpha.org)> Students> Programming> Educational Videos at this time.*

## **DISCUSSION ABOUT FACE-TO-FACE COMMUNICATION (15 minutes)**



Let's talk about what happened in the video with Anna and her friends. What are your initial reactions? How did Anna's friends show their concern?

*Allow time for group discussion, but make sure the following modes are stated:*

- Talked about Anna to other friends
- Did not talk to her to her face-to-face

How was that helpful or not helpful to Anna?

What might have been a better approach?

Why is talking face-to-face important in a sisterhood?

What benefits do you think would come to us as sisters or a chapter if we talked face-to-face more often?

Now let's discuss the topic of communication more broadly so we can get a better understanding of how different modes or styles of communication play into approach.

What are some ways we convey messages through verbal and non-verbal communication? For example, through the tone of our voice or use of words. What are some other ways?



*Allow time for group discussion. Write different ways of communicating on the flip chart, but make sure the following points are made:*

- Words: The actual message
- Visuals: Pictures, diagrams, charts
- Tone of voice: Sincere or sarcastic, angry, or matter-of-fact
- Facial expressions: Smiling, frowning, rolling eyes, pursing lips
- Body language: Eye contact, posture
- Presence: Attentiveness, alertness

What are some examples of different modes of communication? For example: How do you tell a sister Happy Birthday?

*Allow time for group discussion, but make sure the following modes are stated:*

- Email
- Phone call
- Text message
- Social media
- Face-to-face

*Organize the chapter into small groups randomized by having them count off by how many groups you want (Email, Phone call, Text message, Social media, and Face-to-face). Depending on size of chapter, you can have more than one group discuss each method. Give them directions below before they move to begin to work together. Each small group should receive a piece of flip chart paper and a marker. The recommended size of groups is 15-30 people.*

Now we're going to separate into small groups to discuss some of these communication methods further. We really want to understand when each one is best used.



Please discuss these three questions as a small group and write your answers on your piece of flip chart paper. Delegate a person to present a summary of what you've discussed to the large group. You've got about five minutes.

1. Which ways of conveying messages/communicating happen through our mode of communication?
2. When is this mode the best method of communication?
3. When is this mode of communication not the best method to use?

For example: In questions two and three, if your group has phone call, it may be the best form of communication when catching up with a sister over the summer when you are in different cities. It may not be the best form when trying to discuss a disagreement you have.

*Once the groups are finished, or in about five minutes, have them come together as a large group again. Ask each group to have its spokesperson stand and summarize its discussion in two minutes or less.*



From our discussion, what are some of the benefits of electronic communication (email, text message, and social media)?

What are some of the common drawbacks of electronic communication?

What are some of the common benefits of face-to-face communication?

What are some of the common drawbacks of face-to-face communication?

As sisters, how should we show when we have concerns, issues or praise for each other?

How would you prefer someone show concerns, issues or praise for you?

### **In preparation:**

- Write the three small group questions listed below on a flip chart to post at the front of the room in advance.



## **CONCLUSION (7 minutes)**



What are some guidelines we can establish and agree on for our chapter for communication with our sisters?  
When would be situations to use each mode of communication?

*Allow time for group discussion. Write guidelines that are discussed on the flip chart. Type them up later and email them to the chapter so they each have a copy of the discussion to reference. Here are some of the points that can be made:*



- If the answer would be longer than a few words, call or talk to them face-to-face.
- Don't talk behind each other's backs when we have an issue. Talk to the person face-to-face.
- If the answer would be a yes or no, you could use a text message.
- If you want to get to know a sister better, hang out with her face-to-face.
- Listen to each other.
- If you have a concern, see her in person, sit down and talk to her about it one-on-one.
- If you have an issue with someone, write down or plan what you would like to say to keep on topic and discuss it one-on-one.
- If you're not able to meet face-to-face on a concern or issue, call and schedule a time to meet.

*Conclude by reading what you have written and asking everyone if they agree with these guidelines aloud.*



Let's also agree to develop our sisterhood further through more face-to-face communication. Part of being "true to ourselves, to those within and without our circle" includes talking directly with someone face to face. **Don't talk about your sisters, talk to your sisters.**