

YCL DEVELOPMENT PROGRAMS: TRAINING GUIDE

Designed to help students build effective teams and improve peer-to-peer interactions. This guide may not be replicated, printed, or shared without permission from YCL Development Programs.

COMMUNICATION SKILLS:

Active Listening: Paying close attention to speaker, asking for clarity when needed, showing empathy and sympathy, and listening for understanding.

Reflective Listening: Repeating or paraphrasing what the speaker has said to show understanding and encourage deeper conversation.

Oral Communication: Enunciating, expressing thoughts clearly and with purpose, communicating emotions, and connecting with others.

Assertive Communication: Expressing feelings, preferences, needs and opinions in a non-threatening, and non-judgmental way.

Nonverbal Communication: Reinforcing oral communication with body language, voice inflection, eye contact, and expression of feelings.

RELATIONSHIP BUILDING:

Cooperation and Team Building: Showing adaptability, shared decision-making, cohesion, humility, compassion, and a desire to help others.

Trust: Building connection based on self-awareness, self-disclosure, authenticity, integrity, and reliability.

Intercultural and Religious Sensitivity: Appreciating differences and showing openness to new ideas.

Curiosity: Showing humility and eagerness to learn from others and one's circumstances and experiences.

Healthy boundaries: Setting limits based on personal, emotional, and spiritual well being.

Problem solving: Identifying and solving an issue or roadblock in your life.

Conflict Resolution: Advocating with an open mind, using empathy to understand others' perspective and not taking it personally, and using mediation when necessary.

CARING FOR OTHERS:

Awareness: Being others-focused, fully present and emotionally available.

Compassion: Acknowledging some one's pain by responding with warmth, tenderness, concern, and withholding judgement.

Growth mindset: Embracing challenges, seeking feedback, and learning from mistakes.

ACTIVE LISTENING SKILLS:

Based on verse: "My dear brothers and sisters, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry," James 1:19 (NIV)

- Making eye contact; lean forward; nod your head; read body language of others
- Summarizing what you hear: "So, what I hear you saying is _____. Is this correct?"
- Affirming the other person: "What a great point." "I understand." "I can see how you feel that way." "Thank you for talking about this."
- Providing emotional support: "You seem frustrated/sad."
- Using leading questions: "Can you tell me more about that or be more specific?"

ASSERTIVE COMMUNICATION:

Based on verse: "My heart is honest, so my words are sincere. I will speak the truth about what I know." Job 33:3 (ERV)

- Staying focused on your point and do not take comments personally.
- Communicating in a humble, loving manner that shows care for others.
- Staying relaxed and open; do not come across with aggression or judgement.
- Redirecting the conversation, if other person seems agitated or withdrawn.
- Refraining from negative comments such as "you're wrong" or "that's stupid" .

NON-VERBAL COMMUNICATION:

Based on verse: "Dear children, we must show love through actions that are sincere, not through empty words." 1 John 3:18 (GW)

- Noticing how your emotions are affecting your facial expressions and body language.
- Making eye contact with your audience and smile when possible.
- Leaning forward when trying to connect, but do not invading personal space.
- Avoiding body language displaying boredom, rolling eyes, yawning, or sighing.

BUILDING TRUST:

- Being open and authentic- sharing your own struggles and disappointments.
- Being reliable and trustworthy.
- Sharing decision-making and problem-solving by asking others for their opinions, input, and help with solutions.
- Helping others to find their purpose and to be more like Jesus.

ACTIVATING CONVERSATION AND COOPERATION:

Based on verse: "A soft and gentle and thoughtful answer turns away wrath,
But harsh and painful and careless words stir up anger." Proverbs 15:1 (AMP)

- Helping others to participate: "What do you think about this?" "Do you agree?"
- Asking for examples: "Has anyone experienced this? Please tell us more."
- Affirming others: "I really appreciate your insight." "You have a great point." "We appreciate your perspective." "I have not thought of it that way." "You are really good at communicating your point."
- Finding different ways to discuss topics: "What are similar words or ideas to explain sin?" "What are examples of how we sin against God?" "In other words..."
- Asking others to participate in decision making: "I really value your opinion on this idea." "What do you think about us doing this?" "Do you have ideas to share?"
- Helping others to stay on point by gently redirecting the conversation back to the module lesson.
- Remaining gracious and kind when difficult conversations arise by offering to talk after the meeting or connecting them to your church.

CONVERSATION ROADBLOCKS:

Based on verse: "Kind words are good medicine, but deceitful words can really hurt." Proverbs 15:4 (CEV)

- Asking "why" questions, may cause others to be defensive.
- Offering advice without asking for permission is often off-putting to others.
- Patronizing, criticizing or belittling others is hurtful and shaming.
- Interrupting others may make them feel disrespected and dismissed.
- Shifting the conversation to yourself -unless it is productive for the conversation- may may others feel frustrated or dismissed.

PROBLEM SOLVING:

Step 1: Identifying the problem- clearly define so you are able to solve it.

Step 2: Gathering information on possible solutions and options.

Step 3: Praying and asking others for suggestions and feedback.

Step 3: Weighing pros & cons of options.

Step 4: Making a decision & move forward.

Step 5: Evaluating the outcome to make corrections or change, if needed.

PUBLIC SPEAKING SKILLS:

- Speaking slowly, deliberately, and at an adequate volume.
- Being aware of your posture, body stance, and use of your hands.
- Working from an outline to help you stay on track.
- Gauging audience reaction and adjust as needed.
- Waiting for audience to be quiet before continuing.
- Beginning and ending with a strong statement or a clear metaphor.
- Using humor and telling relevant stories.
- Avoiding filler words such as "like" and "um" or finishing a sentence with "so, yeah".
- Varying voice pitch and volume.

CONFLICT RESOLUTION:

- Speaking slowly, calmly, and at an adequate volume.
- Maintaining non-threatening body language.
- Affirming desire to seek resolution: "I know this is a tough situation, but I really want us to work this out."
- Willing to reach a compromise and apologize, when possible and necessary.
- Offering to take a break and talk later: "It's clear that this is getting heated. Let's take a break and talk later (be clear about where and when)." "I don't want to say or do anything that could be misleading or cause this to get worse."
- Willing to seek a mediator such as a teacher, youth pastor, or parent.

BUILDING BOUNDARIES:

Boundaries are defined by our limits. If we are not taking responsibility for our own lives and/or taking too much responsibility for others, then we have boundary confusion.

Make a list of what you are responsible for and what you are not responsible for:

Examples: Your body, health, thoughts, actions, emotions, beliefs, etc.

Examples: Others thoughts, actions, beliefs, health, etc.

Are you taking responsibility for yourself and your life?

- If you answered "no", what steps can you take to correct this?