

**Self-Determination-Series 2**  
**Session 3: Non-Verbal Communication & Flexibility**

Stacie Rulison, Facilitator



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**Welcome back!**

**Messy room or neat room?**



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**Ground Rules for Meeting Online**

-  Cameras on when possible
-  Use chat or raise hand to talk (Zoom or actual hand)
-  Listen to understand
-  Ask questions with the microphone or in chat



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### Session Overview

**Session 1:** Self-Determination Review, Self-Advocacy, and Communication

**Session 2:** Communication Builders and Busters

**Session 3:** Flexibility, Compromise, and Non-Verbal Communication

**Session 4:** Person Centered Planning, Supported Decision Making, Attitude, and Communication



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### Today

- Review communication builders and busters
- Look at new information on non-verbal communication
- Watch one or more videos
- Get home practice activities



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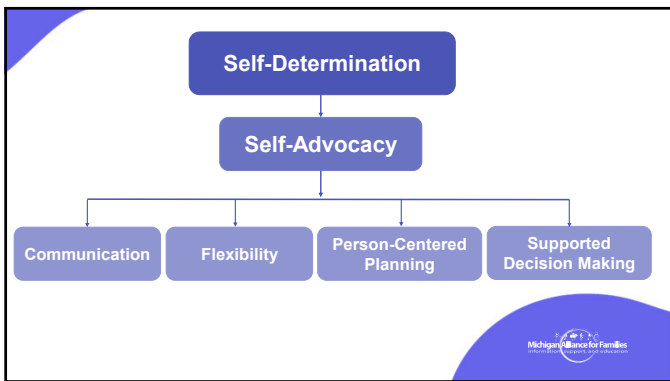
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**Communication Review**

VERY Important for Self-Advocacy

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**Which is a communication builder?**

- A. Take over conversation
- B. Trade information
- C. Repeat-repeat-repeat

*(Put A, B, or C for your answer in the chat)*




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**2-Way Communication is...**

- Sharing conversation
- Communication that goes back and forth like a volleyball game
- Involves comments and questions




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## Review Communication **BUILDERS:** What We **Should Do** When Communicating




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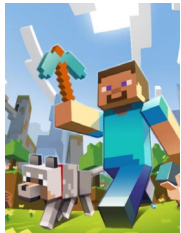

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## Communication Builders

- Trade information
- Find common interests
- Listen to the person
- Watch body language
- Match the mood
- Use good volume
- Use good body boundaries
- Look toward the person

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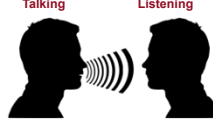

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## Listening

- Helps us know what our communication partner is communicating
- We listen to others, they listen to us
- We let them know we are listening through verbal and non-verbal responses
  - Short comments (uh-huh, nice, wow, that's cool, really, oh man...)
  - Nod (a little)

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**Communication Busters**

Can make communication difficult for 2-Way Conversations

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**Communication Busters**

- Taking over
- Interrupting
- Repeating
- Policing
- Risky topics

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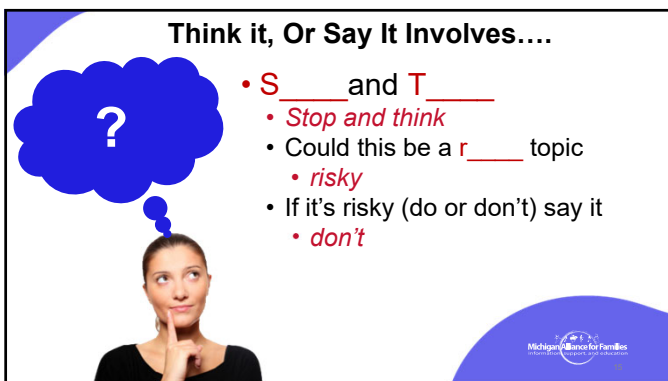
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**Think it, Or Say It Involves....**

- **S**\_\_\_\_ and **T**\_\_\_\_
- *Stop and think*
- Could this be a **r**\_\_\_\_ topic
  - *risky*
- If it's risky (do or don't) say it
  - *don't*

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### Communication busters...

- A. Are things we should try to DO in communications
- B. Are things we should try NOT to do in conversations

*(Put A or B for your answer in the chat)*



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### Non-Verbal Communication



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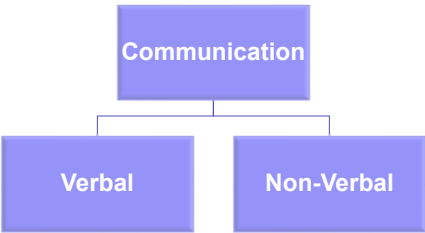
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### Types of Communication



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## Verbal Communication

- Using words or sounds
- Relaying how we feel or think
- Transfer our words between people (conversations)
- What and how we say things out loud
- Takes place in person, by phone, through the computer or television, radio



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## How we say it...

ONE word can change the meaning! It's about "tone" of voice...

- **I love gaming**
  - o Means: I am talking about me, I (not sure about anyone else!)
- I **love** gaming
  - o Means: I really, really, really, really enjoy it
- I love **gaming**
  - o Means: I am talking about my love for gaming not anything else



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## Non-Verbal Communication Introduction



- Communication without speaking words
- Also called body language
- We read other's non-verbal communication and they read ours

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### Common Non-Verbal Communication

- Facial expression
- Body position, posture, gestures
- Personal space
- Eye contact
- Assistive technology
- Visuals
- Written and electronic communication
- Hygiene/grooming
- Clothing

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### We communicate...

A. Both verbally and non-verbally

B. We don't really use non-verbal communication that much

C. We can only communicate verbally

*(Put A, B, or C for your answer in the chat)*

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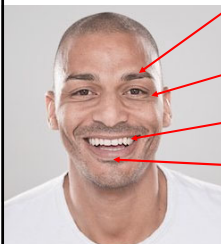
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### How is he feeling?

**HAPPY**




- Eyes
- Eyebrows
- Mouth

Eyebrows up

Eyes squinting

Teeth showing

Wide smile



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### How is she feeling?

**Frustrated**


- Eyes
- Eyebrows
- Mouth

Pulling hair (or arms raised and hands on head)

Eyebrows scrunched

Eyes squinting

Teeth showing and clenched



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### Posture or Position

- Standing
- Sitting
- Leaning
- Slouching
- Arms
- Head

A

B



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### Touch

- Handshake
- Hug
- Pat on the shoulder
- High five
- Holding hands
- Pushing



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### Gestures

- Thumbs up
- Thumbs down
- Motioning to "come here" or "stop"
- Pointing
- Waving
- Clapping
- Yawning
- Arms crossed

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### Body Language

<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• Smiling</li> <li>• Facing you</li> <li>• Talking with hands</li> <li>• Looking at you</li> <li>• Nodding</li> <li>• Sitting up straight</li> </ul>	<p><b>Negative</b></p> <ul style="list-style-type: none"> <li>• Frowning</li> <li>• Arms crossed</li> <li>• Hands on hips</li> <li>• Slouching</li> <li>• Too much hand movement</li> <li>• Looking at their watch</li> </ul>
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### Hygiene and Grooming

- Bath or shower
- Deodorant
- Finger and toenails
- Hair
- Facial hair trimmed and combed
- Teeth brushed and flossed

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### Clothes

- First impressions
- Clean
- Expected clothes (like at work)
- Shows area of interests

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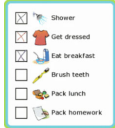





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### Visual

- Pictures or symbols
- Communication boards
- Photo or picture checklists
- Signs
- See visuals everyday!

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### Written

- Handwritten or electronic like email, texting, social media, etc.
- Ideas or thoughts
- Two or more people
- Assistive technology

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**Electronic**

- Phone
- Computer
- Online platforms (social media like SnapChat, Instagram, Discord, etc.)
- Assistive devices

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**2-Message Rule-Electronic Communication**

**ONLY** send or leave **2** messages (of any kind...text, voice mail, email, social media, etc.). If they don't respond, move on!

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**Assistive Technology**

- Specialized keyboards
- Touch screens
- Text to speech (dictation)
- Word prediction (suggests correct spelling or grammar)
- Voice recognition
- Screen readers
- Braille display
- Others

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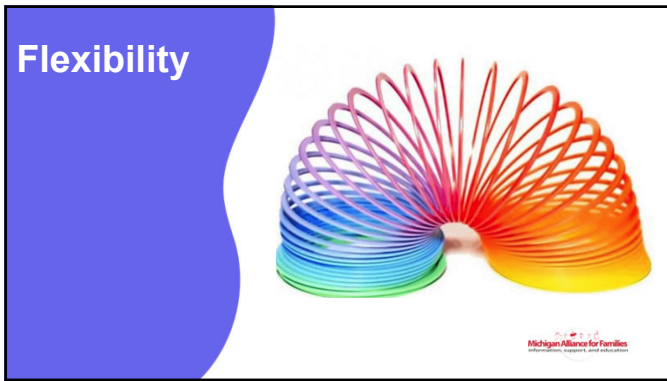
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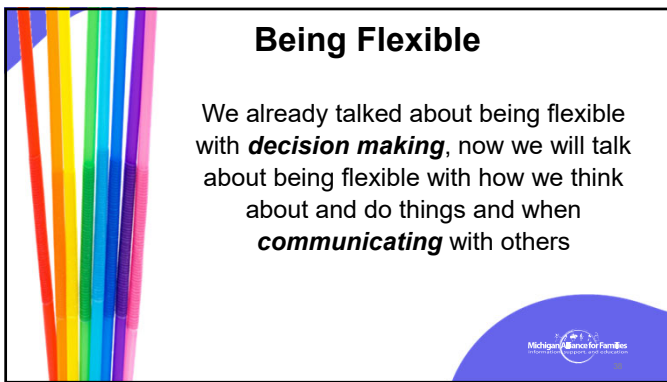
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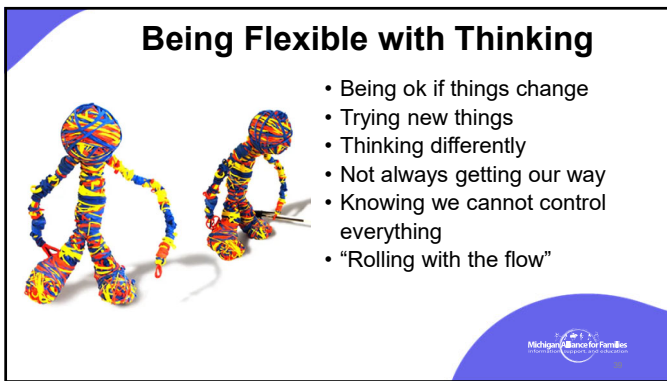
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### Being Flexible

- Trying new things can be hard
- Thinking differently can be hard
- Making decisions can be hard



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### Inflexible Thinking



- Rigid thinking-not bending
- One (same) way to do things
- Your point of view
- Sharing control
- Causes anxiety



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### Getting Stuck



When we aren't flexible, our brain can get **STUCK** on a thought or way of doing things



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### Getting Stuck

What could he think to be more flexible when art is on the schedule, but now we have to go to gym?

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### Compromising

- Arguments or conflict
- Win-win (both people win!)
- Both people get and give up something
- Example:
  - You want to play video games until 11:00p.m.
  - Your parents say you are done at 9:00 p.m.
  - You talk and agree on 10:00 p.m.
  - Both get something and give up something

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### Video-Compromising

<https://www.youtube.com/watch?v=aVBZW2XzwC4&t=15s>

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### When Flexibility is Hard



- **STOP**-before I say or do anything
- **THINK**-about how I feel and why being flexible is hard
  - Ask myself: "Do I have control over the situation?" or "What is their point-of-view?" "Can we compromise?"
- **CHOOSE**-how I will handle it while trying to be flexible



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### When Being Flexible is Hard

1. Stay calm
2. Tell yourself it's okay to do things differently or try something new
3. Try not to get **stuck**, angry, frustrated, and upset
4. Control what you say and how you act-you may not be able to control what is happening
5. Do something that relaxes you
6. Compromise, if possible
7. Go with the flow, and tell yourself its okay if things change

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## Flexibility

BE OPEN TO NEW IDEAS AND WAYS OF DOING THINGS, OR HEARING SOMEONE ELSE'S POINT OF VIEW.




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## Home Activities






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## Next Steps:

1. Review and complete your Home Activities Checklist
2. Review Additional Resources on flexibility




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## Home Activity Checklist


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Youth Self-Determination Series-Home Activities Checklist  
Series 2-Session 3: Non-Verbal Communication and Flexibility

Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**Home Activities Checklist**  
Use the checklist below to work through the assigned home activities. You can work through these activities with your parents, siblings, peers, or other support person.

Done	Activity
<input type="checkbox"/>	Review the Class 3 PowerPoint and Handout on Non-Verbal Communication and Flexibility
<input type="checkbox"/>	Home Activity-Worksheet 1: Complete the Non-Verbal Communication Worksheet
<input type="checkbox"/>	Home Activity-Worksheet 2: Complete Flexibility Worksheet
Resources: Review the provided resources on Non-Verbal and Flexibility	

- Start with your Home Activities Checklist
- Work with your parents on this if you have questions




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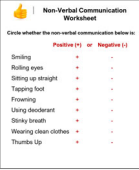
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### Home Activities

- Start with your Home Activities Checklist
- Work with your parents on this if you have questions

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### We are here to support you!


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In collaboration with  


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