



CPD Module 3 Lesson Plan: Inclusive Communication

Description of the Learning Activities	Timing (minutes)	Materials/ Equipment Required	Assessment/ Evaluation
<p><u>Workshop Opening:</u></p> <ul style="list-style-type: none"> • Introduce the topic of inclusive communication and its importance in the workplace. • Provides an overview of the learning outcomes and what participants can expect to gain from the workshop. 	<p><u>20 minutes</u></p>	<p>Training venue with IT equipment (including a projector screen).</p> <p>Flipchart and markers.</p> <p>Sign-in sheet.</p> <p>Pens and note-taking materials for participants</p>	<p>Encourage participants to share their expectations and concerns regarding the topic.</p>
<p><u>Activity 1: Defining Key Terms</u></p> <ul style="list-style-type: none"> • Describe the key terms related to inclusive communication such as cultural competence, active listening, and empathy. • Provide examples of each term and encourage participants to share their own examples. • Distribute handouts to participants and ask them to write down their own definitions of each term. 	<p><u>20 minutes</u></p>	<p>Flipchart and markers.</p> <p>Handouts</p> <p>Pens and note-taking materials for participants</p>	<p>Ask participants to share their definitions and discuss how they can incorporate these terms into their workplace communication.</p>



<p><u>Activity 2: Impact of Language and Tone</u></p> <ul style="list-style-type: none"> • Discuss the impact of language and tone in the workplace and how it can influence workplace relationships and culture. • Show videos of different communication styles and ask participants to identify the tone and its impact. • Ask participants to role-play different communication scenarios, including positive and negative tone. 	<p><u>30 minutes</u></p>	<p>Flipchart and markers.</p> <p>Videos</p> <p>Pens and note-taking materials for participants</p>	<p>Observe participants' role-play performance and provide feedback on their communication style.</p>
<p><u>Activity 3: Recognising Micro-aggressions and Micro-affirmations</u></p> <ul style="list-style-type: none"> • Define micro-aggressions and provide examples of how they can manifest in the workplace. • Discuss how micro-affirmations can be used to mitigate the impact of micro-aggressions. • Provide case studies of workplace scenarios and ask participants to identify examples of micro-aggressions and micro-affirmations. 	<p><u>30 minutes</u></p>	<p>Flipchart and markers.</p> <p>Case studies</p> <p>Pens and note-taking materials for participants</p>	<p>Ask participants to discuss how they can apply micro-affirmations in their workplace communication to mitigate the impact of micro-aggressions.</p>



<p><u>Activity 4: Non-verbal Communication and Adapting Communication</u></p> <ul style="list-style-type: none"> • Discuss the importance of non-verbal communication including body language, facial expressions, and tone. • Provide role-playing cards with different communication scenarios and ask participants to role-play different scenarios while incorporating non-verbal communication. • Encourage participants to practice adapting their communication style to meet the needs of different people. 	<p><u>35 minutes</u></p>	<p>Flipchart and markers.</p> <p>Role-playing cards</p> <p>Pens and note-taking materials for participants</p>	<p>Encourage participants to practice adapting their communication style to meet the needs of different people.</p>
<p><u>Activity 5: What is active listening?</u></p> <ul style="list-style-type: none"> • Trainer presents a short lecture on active listening, defining it and its importance for inclusive communication in the workplace. <p>Participants are divided into small groups and given a scenario to discuss, where one person actively listens to the other and then summarises what they heard</p>	<p><u>25 minutes</u></p>	<p>Flipchart and markers.</p> <p>Scenario handouts</p> <p>Pens and note-taking materials for participants</p>	<p>Each group will present their summary of the scenario, and the trainer will provide feedback on their active listening skills.</p>
<p><u>Activity 6: Practicing active listening</u></p> <ul style="list-style-type: none"> • Participants are paired up, and one person shares a 	<p><u>40 minutes</u></p>	<p>Pens and note-taking materials for participants</p>	<p>Trainer observes each pair and provides feedback on their active listening skills.</p>



<p>personal experience or story while the other actively listens.</p> <ul style="list-style-type: none"> • After the speaker is finished, the listener summarises what they heard and shares their thoughts and feelings about what they heard. <p>Participants switch roles and repeat the exercise.</p>			
<p><u>Activity 7: Identifying barriers to active listening</u></p> <ul style="list-style-type: none"> • Trainer presents a short lecture on common barriers to active listening, such as distractions and biases. <p>Participants discuss in small groups the barriers they face when trying to actively listen in their workplace</p>	<p><u>30 minutes</u></p>	<p>Flipchart and markers.</p> <p>Worksheet handouts</p>	<p>Each group will present their list of barriers, and the trainer will provide feedback on their understanding of the barriers.</p>
<p><u>Activity 8: Overcoming barriers to active listening</u></p> <ul style="list-style-type: none"> • Participants share their personal strategies for overcoming barriers to active listening and discuss as a group <p>Trainer provides additional tips for overcoming barriers and encourages participants to share their own tips</p>	<p><u>20 minutes</u></p>	<p>Flipchart and markers.</p> <p>Pens and note-taking materials for participants</p>	<p>Trainer observes the group discussion and provides feedback on their understanding of the strategies.</p>



<p><u>Workshop Closing</u></p> <ul style="list-style-type: none"> • Summarise the key takeaways from the workshop and how they can be applied in the workplace. • Ask participants to share their reflections on what they learned and how they plan to implement it. • Provide additional resources for participants to continue learning about inclusive communication. 	<p><u>20 minutes</u></p>	<p>Training venue with IT equipment.</p> <p>Feedback form</p>	<p>Distribute feedback forms to participants to gather their feedback on the workshop and its effectiveness.</p>
<p>Total duration of the lesson</p>	<p>4,5 hours</p>		