



A Workshop on Developing Effective and Appropriate Communication Skills

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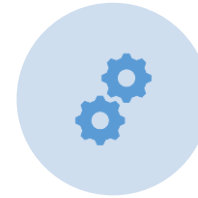
Workshop Focus



What is effective
and appropriate
communication?



Why does it
matter?



How can it be
developed?



The Illusion of Understanding

“

*“The single biggest
problem in
communication is
the illusion that it
has taken place” -
George Bernard
Shaw*

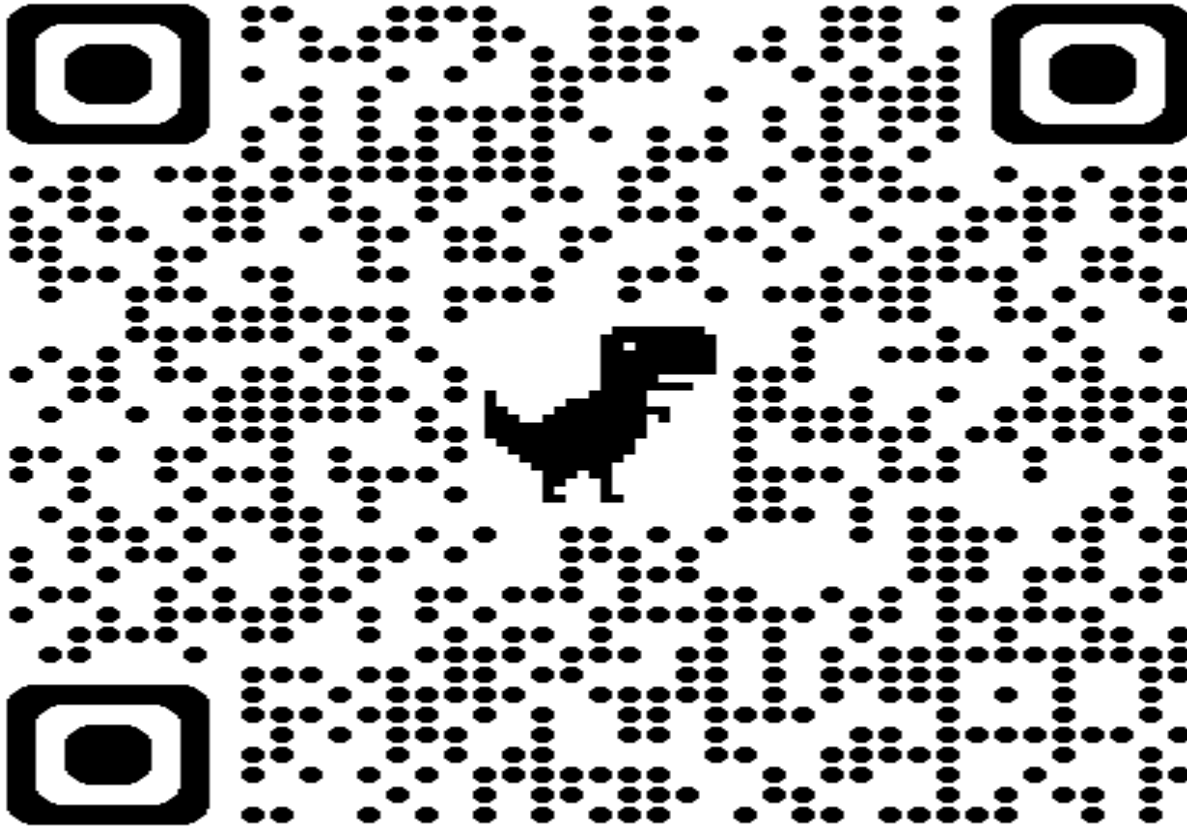


Language Skills for Effective Communication

1. Small Talk & Maintaining Contact
2. Agreeing and Disagreeing
3. Giving Feedback
4. Turn-Taking & Interrupting
5. Asking for Clarification
6. Storytelling



Speak Like a Pro





“That is Me, Too”

Each student shares one word that describes a characteristic or quality they see in themselves.

(Examples: “Curious,” “Patient,” “Bold,”
“Creative”)

Any student who relates or agrees raises their hand and says: “That’s me, too!”





Let's Pause and Think

What does your chosen word say about how you see yourself ?

And how does it feel to hear others share words you connect with?





“Say Yes Like You Mean It”

Each student shares two things about themselves, (Example, “I love hiking on weekends.” “ I play the guitar”)

Each student turns to the person on their left and asks them to do something simple. (Example, “Will you help me carry my books?”

Or “Can you join me for lunch?”)

The other responds with a genuine, enthusiastic:

“Yes, of course!” or “I’d love to!”,...





Let's Pause and Think

How did it feel to say “yes” sincerely?

How did it feel to receive a warm yes?





“Thanks, But I’ll Pass”

Each student faces the person to their left and makes a polite, simple request.

(Example: “Can you do my part of the assignment?”)

The other student practices saying no with clarity and respect.

(Example: “I’m sorry, I can’t do that.”)

No!



Let's Pause and Think

Was it easy or hard to say no? Why?

Can saying “no” still show respect and care?





“I Own It — I’m Sorry”

One student creates a simple everyday scenario where the other student made a mistake or caused inconvenience. (Example: “You forgot to return my book.” or “You spoke over me in class.”)

The other responds with a clear, sincere apology- taking responsibility:

“I’m really sorry. That was my fault...”; “I take responsibility — it won’t happen again.”





Let's Pause and Think

How did it feel to apologize and be heard?

What makes an apology feel sincere or insincere?





“Convince Me If You Can”

One student presents a simple, persuasive request or idea.
(Example: *“You should join the student club with me.” / “Let’s vote to move the meeting to Friday.”*)

- The speaker has one minute to **persuade** — using the **OREO** pattern- **O**pinion, **R**eason, **E**vidence, **O**pinion
- The listener responds with either:
 - **“You convinced me — I’m in.”**
 - Or **“I’m not convinced — here’s why.”...**





Let's Pause and Think

What made a message persuasive to you - the words, the tone, the reasoning, or something else?





“Talk It Out”

1. **Role-play:** students think of a **realistic conflict scenario**.

(Examples: One partner believes it's time to take the relationship to the next level. The other feels it's too soon and wants to wait.)

2. **Student A** presents their point of view - clearly and respectfully.

1. No interruptions allowed.

3. When done, they say:

“I’m finished. Now, it is your turn.”

4. **Student B** then responds — calmly and clearly.



Let's Pause and Think

How did it feel to wait your turn and listen without interrupting?

(What was easy or difficult about it?)

What did you notice about how tone and word choice affected the conversation even when you didn't agree?





Story Circles

Share a story that is cohesive, meaningful, impactful, and memorable.

Make it stick!





Let's Pause and Think

What did you learn about yourself or someone else through the story that was shared?

What made a story feel meaningful or memorable to you?





Key Takeaways



- Speak with clarity, respect, and purpose
- Back your words with logic and reasoning, not just emotion
- Practice self-advocacy- express needs, opinions and boundaries without aggression
- Use diplomatic language to build connections
- Listen actively, wait, reflect, then respond
- Connect across cultures and opinions
- Tell a story worth remembering
- **It's okay to say yes, say no, or disagree - what matters is how**



Thank you!

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