

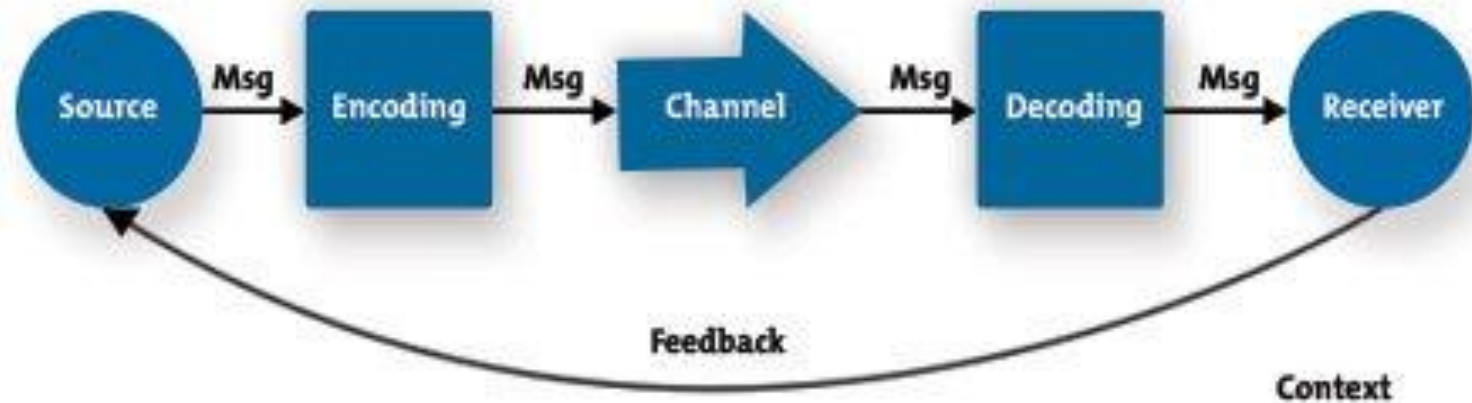


THE NEW YORK INSTITUTE  
FOR SPECIAL EDUCATION  
2019-20 SCHOOL YEAR

**Communication and Kindness**

# Communication

- Communication is simply the act of transferring information from one place, person or group to another. **Every communication involves (at least) one sender, a message and a recipient.**

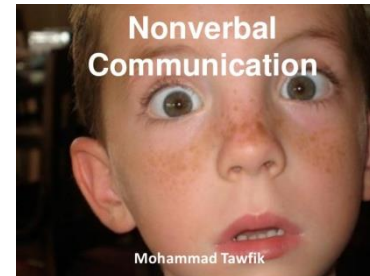


# Sending and Receiving Information

## ❖ Verbal

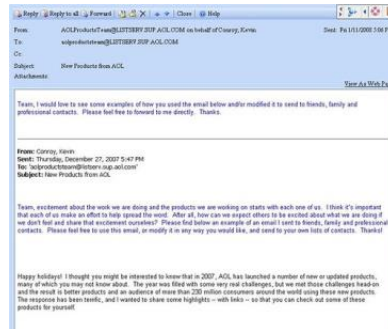


## ❖ Non-verbal – interpersonal



## communication

## ❖ Written



## ❖ Formal or informal



## ❖ Visual Communication



# Effective Communication



- **Goal: Avoiding misunderstandings and improving work and personal relationships**
- **Understanding the emotion and intention behind information**
- **To clearly convey a message, you need to also listen to the full meaning and make the other person feel heard and understood**
- **We might say one thing and the person hears something else and misunderstandings, frustrations and conflicts ensue.**

# Barriers to Effective Communication

- Lack of focus
- Inconsistent body language
- Stress and out of control emotions
- Negative body language



# Skills for Effective Communication

- Become an effective listener
- Pay attention to non-verbal signals
- Use open body language
- Keep stress in check

A word cloud graphic centered on the page. The largest words are 'Listening' (in brown) and 'Communication' (in green). Below 'Communication' is the word 'Skills' in brown. Other words in various sizes and colors (green, brown, yellow) include: Master, Effective, Body, Language, Well, Good, Message, Active, Empathic, Cultural, Listen, Cross, Business, and Non-verbal.

# KISS

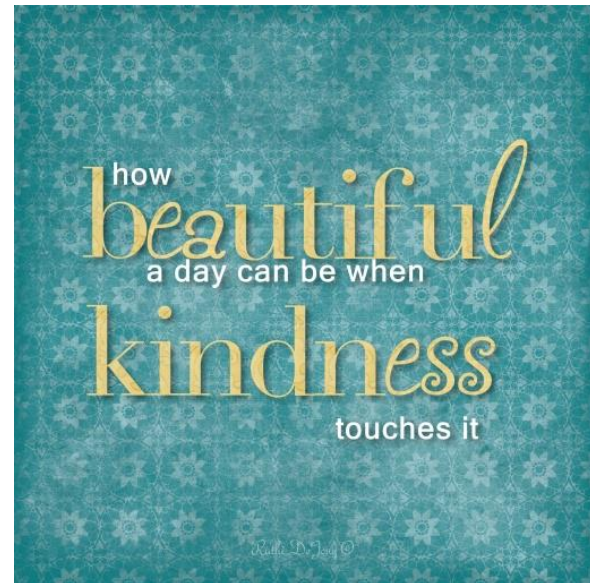
- Effective communication is always about understanding the other person not about winning an argument or forcing your opinion on others.

- **Keep**
- **It**
- **Simple &**
- **Straightforward**



# What is Kindness

- The quality of being friendly, generous and considerate
- Kindness is the willingness to celebrate someone else's success. Being openly happy for another person.





# Seeing Kindness Around Us

- Noticing when a person could use a helping hand
- Sending an email thanking someone
- Sharing food
- Refusing to gossip
- A kind word
- A smile
- Opening a door



# Other:

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- Kindness is also telling the truth in a gentle way when doing so is helpful to the person.
- Receiving accurate feedback is an important part of a trusted relationship.
- The courage to give and receive truthful feedback is a key component of growth and flexible thinking.

# How to focus on kindness

- Showing empathy
- Listening to others
- Smiling
- Helping – not just physical but doing things for others to assist them in solving a problem or achieving a goal
- Giving



**Make kindness the norm at your school.**

# Helping the students

- Modeling
- Practice in the classroom
- Asking who they appreciate
- Creating kindness cards or notes
- Have them be on the look out for random acts of kindness and identify those superstars
- Help them avoid negative self talk or talking negatively about others

# Some thoughts:

□ Be the Reason Someone Smiles Today



□ Kindness is Free – Sprinkle that Stuff Everywhere

□ One Act of Kindness won't change the world but it may change one person's world



□ Every Act of Kindness grows the spirit and strengthens the soul



# Media Files

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- How You Treat People Is Who You Are (Kindness Motivational Video)
- Slide Show: Never Gonna Let You Down