



6: The Power of Communication

13-16
ADULT

A Lesson on Clear Expression, Listening, and Building a Competitive Advantage Through Communication



Introduction for the Facilitator

Whether it's in the classroom, on the job, or in our personal relationships, **communication** makes or breaks progress. From sending emails to resolving conflict to expressing needs, clear communication is one of the most important **professional skills** a learner can build.

This lesson shows young adults that purposeful communication isn't about being the loudest voice—it's about being clear and respectful both in how we speak and how we listen. These habits give learners a **personal competitive advantage** by helping them build trust, navigate tension, and represent themselves with confidence in any environment.

When communication improves, relationships get stronger, confusion decreases, and opportunity opens up.

Designed for adult learners in college and workforce development, this lesson includes:

- A relatable Scenario to frame communication as a professional skill
- 8 Guided Group Discussion Questions with follow-up questions
- 8 Journal Prompts to deepen understanding of effective communication
- 8 personal Skill-Building Strategies
- A printable Action Planner for reflection and application



Scenario: The Group Project Gap

Tasha, 21, is a junior taking a business communications class. Her group is supposed to present a case study together, but one member, Eli, has gone silent. He hasn't responded to the group chat, he missed a planning session, and now he just turned in an incomplete slide deck.

Tasha is frustrated. She wants to say something but doesn't want to start a fight. With help from her professor, she drafts a message that is clear, direct, and non-blaming: "Hey Eli, we're all counting on each other. I'm worried about where things stand—can we touch base and talk about next steps?"

By addressing the issue calmly and early, she helps the group get back on track and shows good communication skills in the process.



Guided Group Discussion Questions

1. **What does it mean to “communicate with purpose” in a school, job, or training environment?**

Follow-up: Why does it matter more than just “talking”?

2. **What happens when people avoid communicating directly?**

Follow-up: What's usually the result?

3. **How do tone and timing affect how a message is received?**

Follow-up: Have you ever seen this go wrong?

4. **Why is strong communication considered a professional skill?**

Follow-up: How might this skill create long-term opportunity?

5. **What's one communication habit you've seen build trust on a team or job site?**

Follow-up: How could you practice that this week?

6. **What role does active listening play in strong communication?**

Follow-up: How can we become better listeners?

7. **How can communication help or hurt someone's personal competitive advantage?**

Follow-up: How do people respond to someone who communicates clearly?

8. **What's one conversation you've been putting off?**

Follow-up: What would help you approach it more effectively?



Journal Prompts

1. **Describe a time when clear communication helped you succeed.**
2. **When have you seen miscommunication cause problems? What could've fixed it?**
3. **What kind of communicator are you under stress? What do you want to improve?**
4. **What's one important message you've been holding back?**
5. **What's one area—texting, emailing, group work—where your communication could improve?**
6. **Who do you admire for how they speak or write? What do they do well?**
7. **How does your tone affect your message in work or school environments?**
8. **What communication strength do you already have that builds your competitive advantage?**



Skill-Building Strategies

1. **Think→Feel→Say:** Before speaking, ask: What do I want to say? How do I want it to feel?
2. **Use the Sandwich Method:** Share feedback with care: positive→concern→positive/supportive close.
3. **Clarity Over Length:** Edit down written messages for clarity. One clear sentence > five confusing ones.
4. **Mirror Listening:** Repeat back what someone said before responding: "So what I'm hearing is..."
5. **Tone Check Pause:** Before sending a message, reread with fresh eyes. Would it sound respectful to the receiver?
6. **Role Practice:** Practice tough conversations with a partner using a script or scenario.
7. **Daily Intentional Question:** Ask one thoughtful question each day to build engagement and rapport.
8. **Three-Part Assertiveness Script:** "I feel _____ when _____ because _____. I'd like _____."
(e.g., "I feel overwhelmed when deadlines change last-minute because I lose track. I'd like to set clearer plans.")



6: COMMUNICATING WITH PURPOSE:

Your Action Plan for Clear, Confident, and Effective Communication

Action Planner

Reflect and Prepare

Name: _____

What Is Purposeful Communication?

It's the habit of communicating clearly, directly, and respectfully, especially when it matters. It helps build trust, reduce confusion, and grow your personal competitive advantage.

Why This Matters to Me

How can stronger communication help you in your school, training, job, or relationships?

My Strengths & Challenges

What's going well: _____

What I want to work on: _____

What situation(s) feel most challenging: _____

Belief Shift

Circle or write a belief to support your growth:

"I can be direct and respectful."

"Communication is a leadership skill."

"The way I speak shapes how people see me."

"My voice matters—even when I feel unsure."

Other: _____



6: COMMUNICATING WITH PURPOSE:

Your Action Plan for Clear, Confident, and Effective Communication

Action Planner

Practice Plan + Progress

Name: _____

My 28-Day Communication Focus

What specific habit or situation will you work on?

Where will it happen? _____

How will you practice or measure it?

☐ Check-ins ☐ Journaling ☐ Partner feedback ☐ Script or tracker

Restart Plan

When communication breaks down (because it will), I will:

☐ Pause and clarify instead of assuming

☐ Reframe the message

☐ Reach out again, calmly

☐ Use my reset phrase: " _____ "

Weekly Reflection Prompts

1. What communication win did I have this week?

2. What challenge came up and how did I handle it?

3. What feedback did I receive (verbal or nonverbal)?

4. How did I grow my communication confidence?

28-Day Communication Tracker

Focus habit or conversation: _____

Week 1 ☐ ☐ ☐ ☐ ☐ ☐ ☐

How did week 1 go? Circle one word:

☒ Clear ☒ Confusing ☒ Empowered
☒ Hesitant ☒ Confident ☒ Growth

Week 3 ☐ ☐ ☐ ☐ ☐ ☐ ☐

How did week 3 go? Circle one word:

☒ Clear ☒ Confusing ☒ Empowered
☒ Hesitant ☒ Confident ☒ Growth

Week 2 ☐ ☐ ☐ ☐ ☐ ☐ ☐

How did week 2 go? Circle one word:

☒ Clear ☒ Confusing ☒ Empowered
☒ Hesitant ☒ Confident ☒ Growth

Week 4 ☐ ☐ ☐ ☐ ☐ ☐ ☐

How did week 4 go? Circle one word:

☒ Clear ☒ Confusing ☒ Empowered
☒ Hesitant ☒ Confident ☒ Growth