

ACM Communication for Shop Floor

Communications for the shop floor is designed to break down existing communication barriers and to introduce effective methods of removing them. The program teaches a variety of practical, structured communication techniques designed for positive shop floor interaction. Participants will also be able to use a variety of listening techniques designed to enhance communication.

Outcomes of Course:

- Participants will be able to recognize communication barriers and methods of removing them.
- Participants will be able to use a variety of structured communication techniques.
- Participants will be able to use a variety of Listening Techniques.

Course Outline:

Introduction – Communicating:

- Participant and Instructor Introduction to each other
- Activity 1: Lego Challenge (pairs)
- Activity 2: Writing on communication barriers and thought processes that contributed to success (Group)

Structured Communication Techniques

- Notetaking concepts
- Lecture & PowerPoint Presentation
- Activity 3: Summarize Article – use any method
- Lecture & Discussion: Mapping (pictorial note taking)
- Activity 4: Lego – Step by Step
- Lecture & Discussion: How listening impacts communication

Listening Skills:

- Lecture & PowerPoint Presentation
- Activity 5: Lego – Transfer