

Communication

Listens effectively to decipher meaning, including knowledge, values, attitudes and intentions. Expressing ideas effectively in individual and group situations (including oral, written and non-verbal communication); consciously adjusting language or terminology to the characteristics and needs of the audience.
 Presenting a message or idea utilising multiple media and technologies as well as assessing best impact on the message recipient.

Knowledge	Skills	Attitude	Behaviour
<p>Articulate thoughts and ideas using oral, written and nonverbal communication skills in alternate and appropriate media forms</p> <p>Possess language and vocabulary</p> <p>Make attempts to be up to date so as to contribute accurately</p> <p>Know how young people communicate in digital environments and to adjust digital youth work activities</p> <p>Understand the importance of communicating securely</p> <p>Familiar with ways to help young people to make informed choices about appropriate digital tools to interact, collaborate and share with different target groups</p> <p>Know how able to help young people be aware of cultural and generational diversity in digital environments</p> <p>Determine negative and damaging online / offline behaviour</p> <p>Identify policies, restrictions, advantages / disadvantages of using technology, social media and other digital communication tools</p>	<p>Listen actively and effectively to decipher meaning, including knowledge, values, attitudes and intentions</p> <p>Demonstrate understanding, appropriate questioning, give and accept feedback</p> <p>Use communication for a range of purposes (e.g. to inform, instruct, motivate and persuade)</p> <p>Utilize multiple media and technologies, and know how to judge their effectiveness a priori as well as assess their impact</p> <p>Adapt communication style in diverse environments (including multi-lingual) using the appropriate language and terminology when addressing others.</p> <p>Utilise media and technology, to assess best impact on the message recipient;</p> <p>Use new means of communication to better relate to young people, to improve the quality of youth work</p> <p>Facilitate and support young people to respond to hate speech, cyber bullying and other unwanted behaviour online</p>	<p>Respectful, professional, constructive, open for common solutions, seek agreement</p> <p>Commit to achieving a desired outcome from communication engagement</p> <p>Open to expressions of feelings & emotions (one's own & others')</p> <p>Ready to challenge oneself & others and to take a step back & reflect</p> <p>Sensitive & open to diversity</p> <p>Willing to learn about the backgrounds/ contexts/realities of the young people</p> <p>Adapt and show flexibility while pursuing most appropriate communication means for a given context.</p>	<p>Present ideas and arguments clearly</p> <p>Encourage young people to respond appropriately to hate speech, cyber bullying and other unwanted behaviour online</p> <p>Present oneself in a positive way</p> <p>Demonstrate adaptability and flexibility</p> <p>Listen carefully to others, without judgement, interruption &, if possible, in an unbiased manner</p> <p>Identify feelings and emotions and understand their impact on others; address others' unexpressed concerns, feelings, or interests</p> <p>Recognise and interpret words, body language & non-verbal communication in a culturally-appropriate manner</p> <p>Create a safe environment where feelings & emotions can be freely and respectfully expressed</p> <p>Proves effectiveness and efficiency in communicating and working with others</p>