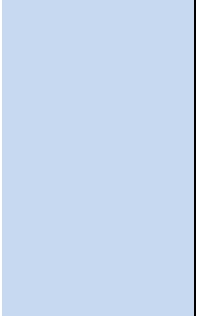


Topic: Tool for CO Trainers
(Jewish Family Service of San Diego; IOM Southeast Asia CO Program)

Activity: Telephone Game

Objective	To examine speaking, listening and comprehension skills; to demonstrate the importance (for the speaker) of ensuring that the listener understood; and to demonstrate the importance (for the listener) of asking for clarification if s/he does not understand something.
Lesson Time	30 minutes
Materials	Sentences for verbal use <ul style="list-style-type: none">• For domestic purposes, use short, simple sentences that participants are likely to hear (e.g. "Interview tomorrow at ten," "Your appointment is at 3:00," etc.) or need to say in English (e.g. "Where is the bus stop?" "I need to see a doctor," etc.)• For purposes of overseas CO, where language is not a barrier, trainers may choose to use more complex sentences of the type that would be used during class.
Practice	<ol style="list-style-type: none">1. Lead a discussion about oral meanings. Who decides what something means, the speaker or the listener? How do we ensure all parties in a conversation come away with the same understanding of what was being discussed?2. About 10-12 people should be in a group. If you are working with a larger group, split into smaller groups. The group stands in line arm's-width apart. The facilitator whispers a sentence to the first person in line. This person then turns and whispers the sentence they heard to the next person in line, who then whispers what they heard to the next person in line, etc., until the sentence reaches the last person in line. The last person in line then shouts out what s/he heard. None of the participants are allowed to repeat what they said even though the next person may not have understood them. Hence, the last person in line normally shouts out something completely different from the original sentence.3. In the next round, keep groups the same but change the rules. Each participant MUST repeat the sentence to the person that whispered the sentence to him or her before that person can share the sentence with the next person in line. The person who said it to them needs to confirm by saying, "Yes, that is what I said," or, "No, that is not what I said." If the sentence is not correct, they have to whisper the original sentence again, more clearly, until the person hears it correctly. Eventually, if done correctly, the last person in line should have the exact same sentence as all other people on the team. <p>Discuss the two communication strategies used in each part of the activity. Which was more effective and why? What lessons can we take away from this? Ensure participants talk about the importance of listening versus understanding, and how this activity relates to interactions with doctors, police, case managers, etc. Let participants know that if they do not understand, ask! And if the person may not have understood you, repeat again.</p>
Variations	<ol style="list-style-type: none">1. This activity can be used more than once over the course of a CO session or course.

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2. This activity could serve many purposes, such as to:
 - Establish the understanding (particularly at the beginning of CO) that it is important to listen to the trainer and other participants rather than assume prior knowledge of what they are saying.
 - Reassert a trainer's role (or authority) when challenged by participants who say "I heard that..."
 - Reiterate the importance of listening and honing communication skills.
 - Practice using the English language.
 - Show participants a common game played in the U.S.