



How to Utilize This Lesson for Patrollers:

This file will print as 5"x8" and can be glued to index cards. Punch a hole in the corner and use a split ring, brad fastener, etc. to create an easy, portable, flip chart. This year's Patroller lessons will be created in the 5"x8" size so content can be added and used as a reminder throughout the year.

For more resources visit aaa.com/safetypatrol and keep an eye out for monthly emails.



INTERPERSONAL COMMUNICATION *for patrollers*





What is interpersonal communication?

Interpersonal Communication

- communication between two people to exchange information, messages, feelings, ideas, and resolve conflict.





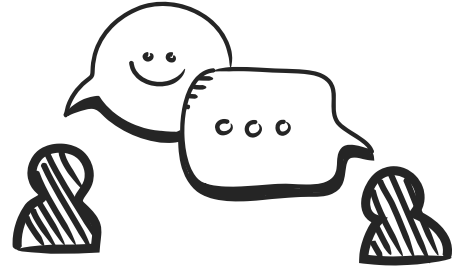
Types of Interpersonal Communication

- **Verbal communication** (conversation between two or more people)
- **Non-verbal communication** (think jazz hands, air quotes, eye contact)
- **Listening** (not just hearing, but actively listening to what someone is saying)
- **Written communication** (letter, email, text message)



Examples:

- Face-to-face conversations
- Phone calls
- Text messages, reactions to social media posts
- Emails
- Video calls (Ex. Zoom, FaceTime)

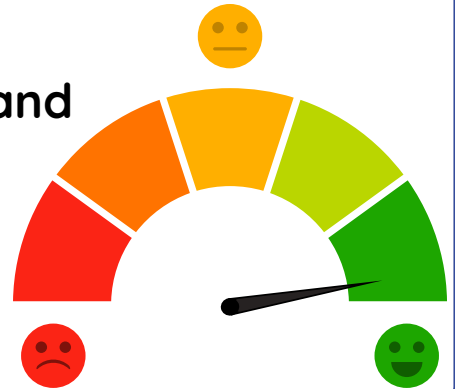




Why is interpersonal communication important?



- Humans need to connect with other humans (without technology)
- Communicating with others helps them know what you're thinking and feeling
- Clear communication can reduce frustration





Who do you need to communicate with?

- Other students/fellow Patrollers
- Teachers and school staff members
- Parents
- Friends





It takes practice!



- Be a role model, others will follow
- Put down the devices, use your voice
- Use kind words
- Make eye contact
- Remember good manners
- Don't embarrass others
- Put yourself in someone else's shoes
- Smile





Patroller Notes: