

"HAND TO CHIN" MODULE

PURPOSE: To illustrate that actions may speak louder than words.

CLASS SIZE: Any size, as long as all participants have a close-up view of the trainer

DURATION: 5-10 minutes

ROOM SET UP: Any, as long as all participants have a clear, close up view of the trainer.

MATERIALS: None

WORKING DEFINITIONS: None

INSTRUCTIONAL FLOW CHART: None

COMPONENTS:

- Ask everyone to do what you say.
- Tell everyone to extend their right arms parallel to the floor and make circles with their thumb and forefinger -- demonstrate and let them follow.
- Tell everyone to bring their hand firmly in to their chin. Bring your hand in firmly to your cheek.
- Pause until they "get" it. Most or all of them will follow you and bring their hand in to their cheek.
- Discussion questions.

NOTES:

SCRIPT:

Ask everyone to stand.

Everyone stand up.

Do everything as you tell the participants to do it.

Follow everything I tell you to do. Extend your right arm parallel to the floor. Make circles with your thumb and forefinger. Now bring your hand in to your chin. *Bring your hand into your cheek instead of your chin.*

Most of the group will have done what you have done, i.e., brought their hands to their cheeks. Look around but say nothing. After 5-10 second, a few people will realize their error and move their hands to their chin. After a few more seconds, more people will join in the laughter, and your point can be verbally enforced.

Ah, why did you bring your hands to your cheek rather than your chin?

Discussion Questions

Did you ever hear the saying, "Don't do as I do; do as I say"? Do we practice this as trainers.

We all know actions speak louder than words. How can we use this knowledge in our jobs to help ensure better understanding?

Communication is always a scapegoat for performance problems. What other barriers to effective communication does this exercise suggest?