

# Lesson 15: Actions Speak Louder Than Words

## Category: Employability Skills

### Employability Skills

- a) Interpersonal Communication
- b) Enthusiasm & Attitude
- c) Professionalism
- d) Time Management
- e) Ability to Accept and Integrate Criticism and Feedback

### Instructional Direction

Students discuss how long they think it takes to form a first impression. Share that the average first impression takes approximately ten seconds. Play seconds 15–33 of Interviewing video ([www.wrksolutions.com/intervid](http://www.wrksolutions.com/intervid)). Students then have 10 seconds to jot down their first impression of the person in the clip and give feedback.

Ask participants if they have ever heard the expression that “actions speak louder than words?” Stand in front of the group, with eyes straight ahead, face blank, and voice monotone. Ask group if they would pay attention to you if you conducted the entire class in this manner. Stress the point that when you are interacting with others, it is not just what you say, but also how you say it that impacts how the message is received.

Discuss each of the components of non-verbal communication

- a. Facial Expression – stress importance of displaying a positive attitude; get all to smile.
- b. Tone of Voice – share examples of being soft-spoken, yelling, fast, slow, accent, etc.
- c. Body Language – stress importance of good posture, eye contact, and handshakes; get all to practice each.
- d. Appearance – stress importance of being neat, clean, and appropriately dressed; discuss how participants should dress for various types of interviews. Emphasize importance of covering tattoos and piercings.

Play seconds 2:05 through 2:35 of Interviewing video ([www.wrksolutions.com/intervid2](http://www.wrksolutions.com/intervid2)). Students then have 10 seconds to jot down their first impression of the person in the clip and give feedback.

Discuss lessons learned.

### Learning Outcome(s)

Students will be able to understand the impact non-verbal communication and appearance can have on employers

### Resources Needed

1. Computer with Internet access
2. Projector
3. Timer
4. Scrap paper
5. Writing utensils

Reference material – **Job Search Tips for Teens** as found on Workforce Solutions website

### Modification and Extensions

- Have students match up slogans with the popular products or company they belong to. Discuss the impact a “brand” can have on our purchasing decisions. Have students create a tag line or slogan to represent themselves. Would they use the same tag line with friends? family? in a professional setting? Discuss the impact their “brand” might have on an employer’s decision about hiring them.
- Assign or have students choose a behavior pattern and mode of dress to act out in front of the room. Based on the display, discuss whether or not the student is interview ready and if so, for what type of position.
- Students use Internet to find video examples of persons displaying appropriate behavior and dress to interview for assigned occupations.