The "Communications" module was prepared by Lori Babauta and the "Preparation and Care" module was prepared by the University of Wisconsin System Counseling and Outreach Services Association. The 2017 revised curriculum consists of six modules designed to provide additional interactive learning options. The 2017 Revised curriculum continues to emphasize active learning and adopts a student-centered approach designed to foster participant engagement. The 2017 Revised curriculum continues to emphasize active learning and adopts a student-centered approach designed to foster participant engagement.

**Rent Smart 2017 modules:**
- Learn the responsibilities and rights of tenants and landlords.
- Understand the application and screening processes used by landlords.
- Gain confidence in their ability to find and maintain affordable housing.
- Learn new skills to build positive relationships with landlords and neighbors.

**Rent Smart 2017 participant goals include:**
- Tenant for several years.
- Learn English as a second language.
- Learn to read.
- Gain knowledge and understanding of the responsibilities of tenants and landlords.

**References to websites and resources used in this publication are not endorsement of one product over another.**
Activity 5: Living with a Roommate
Activity 4: When Repairs Are Needed
Activity 3: Formulating and Using "I" Statements
Activity 2: Listening
Activity 1: Business Relationships

Objectives

Participants will:

1. Understand the difference between business and personal relationships.
2. Develop active listening skills.
3. Practice formulating clear messages.

Overiew

Module E: Communications
COMMUNICATING WITH FOLKS AND A BUSINESS APPROACH

When and point out the sequencing each of the issues should involve

P5: Which of the scenarios have you been listed? Summarize

Ask participants to briefly describe an issue that they have recently

PERSONAL RELATIONSHIPS:

Relationships focus on the facts, not the strong emotions that are present in

Business practice in a personal relationship: and doing specific business
determining the topic, (2) being sensitive to the needs of the

Emotional and with specifics, you do this by: (1) planning ahead, (2)

With whom? (Acknowledging answers) You probably think more directly,

BUSINESS RELATIONSHIP (Phone company, school, bank, etc.) How do you like

Suggested Introduction: Think about people with whom you have a

NO HANDOUTS

(Please fill in)

Understand the difference between business and personal

ACTIVITY 1: BUSINESS RELATIONSHIP

WWW.youtube.com/watch?v=KuHq7PvYzKg

WWW.youtube.com/watch?v=KTQTrf4Ye7g

WWW.youtube.com/watch?v=HqjF5pPj7G

When communication first clean

OPTIONAL: Show “Who’s on First” videos to demonstrate what happens

COMMUNICATION WILL BE THE MOST EFFECTIVE WHEN...

COMMUNICATING VIA PHONE, EMOTIONAL OR TEXT, BUT MOST OF THE TIME, FACE-TO-FACE

The way of listening for meaning. Sometimes it may be appropriate to

Contexts of misunderstandings, when they are most if misunderstood can get in

negatives have the desired effect. We will also look at some ways to settle

BUILD COMMUNICATIONS CAN BE THE CAUSE OF MISUNDERSTANDINGS. HERE

Suggested Introduction

Provide the OVERALL HANDOUT before beginning the module

TEACHING OUTLINE

MODULE E. COMMUNICATION
Very basic communication.

There are opportunities for misunderstanding even in simple, everyday interactions. For example, the phrase "I don't understand" might be interpreted by someone else as a signal to provide further explanations or rephrase the information. It's important to be clear and concise when communicating, even in situations where you might think the other person understands the context or purpose of the communication.

Activity Sheet: This activity can help participants experience how hard it can be to really listen.

When everyone is finished, briefly discuss the responses listed on the board. Then, read aloud the directions and ask participants to follow along as they read the instructions. After each instruction, pause for a moment to allow participants to complete it. Then, ask them to share their responses with a partner or in small groups. This will help them understand the importance of active listening.

Suggested Introduction: In high-stress situations, we are often so focused on our own thoughts and feelings that we don't listen carefully to what the other person is saying. This can lead to misunderstandings and conflicts. By practicing active listening, we can improve our communication skills and better understand the needs and perspectives of others.

Suggested Exercises:

- Draw a picture of a situation where you need to listen carefully, such as a business meeting, a medical appointment, or a team discussion.
- Role-play different scenarios, such as a customer service call or a family argument, and practice listening effectively.
- Practice active listening with a partner, taking turns to speak and listen actively.

Optional:

- Handout 1: Listening Activity

Objective: Develop active listening skills.

Activity 2: Listening
you need.

Suggested Introductions: Just as our emotions can get in the way of listening, they can also get in the way of clearly expressing ourselves. This activity provides some ideas how participants can more successfully communicate their needs and concerns when it is important to be heard.

Communicating With "I" Messages Helps Train Our Brain to Make Smarter Choices ...

Handout 5: "I" Messages Scenarios

Handout 4: Active Listening & Positive Messages

Handout 3: Feelings Chain

Handout 2: "I" Messages

Objective: Practice Formulating Clear "I" Statements

Activity 3: Formulating and Using "I" Statements

Handout 4: Active Listening & Positive Messages as a Skill to Help Communicate More Effectively

Handout 4: Identifying and Forming "I" Messages as a Way to Help With Emotions. Their needs in the above statements should lead to: Help with other's emotions, especially in their response to "I" feelings.

Ask participants to give examples of how this miscommunication could happen:

6. Who is the bus driver? Since you're in the bus driver, the answer is:

5. We need to order everything we hear through our personal speech. Speak off-topic words get lost.

4. Missed: There is the more correct than the other.

3. Some people might take this literally and put the letters in the speech. This is: A N Y (not on the board). (This is the key)

2. A bull is an intact male. So the answer is probably "Paper Bull."
Identifying your feelings (Handout 3) and the facts.

Communicate with "I" messages. Instead of focusing on the importance of your messages, focus on not listening to them. Instead of listening to your hidden "I" messages, remind people of how you feel in the absence of Handout 2. Fill in the blanks on Handout 2.


Would you please ____________________________

because ____________________________________

I feel __________________________________________

When __________________________________________

Provide Handout 2, 3, and 4. Write on board:

Messages: I messages suggest other things to keep in mind when communicating.


Messages suggest other things to keep in mind when communicating.

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Messages suggest other things to keep in mind when communicat
Activity 4: When Repairs Are Needed

Next time you miss out on less without noticing until later.

Handout: 7. Simple Letter Requesting a Repair - This sample letter will help you

Handout: 6. When Repairs Are Needed (Fact Sheet)

Handout: 5. "Messager" Scenarios

Precede Romanian Dear [name]

(Objective 2: Develop active listening skills.

(Objective 1: Understand the difference between business and personal

Activity 3: When Repairs Are Needed

next time you notice you made a repair that didn't work. Share Handout 6. When Repairs Are Needed.

"Messager" doesn't mean work. Share Handout 7. Simple Letter Requesting a Repair and discuss with participants:

how to handle the situation if the

Scenarios to have participants think about how to handle the situation if the

Scenarios to have participants think about how to handle the situation if the
Activity 5: Living with a Roommate

(Objective 1: Understand the difference between business and personal relationships.)

- Handout 8: Life Skills
- Handout 9: Roommate Agreement

OPTIONAL:

- Roommate Agreement from Big Bang Theory: [https://www.youtube.com/watch?v=RVflx1JCSg8](https://www.youtube.com/watch?v=RVflx1JCSg8)

If your participants plan to live with a roommate discuss Handout 8: Life Skills and provide Handout 9: Roommate Agreement.

Learning Assessment

Have participants learned the key concepts of this Rent Smart module? The following questions or activities are recommended to assess participant understanding of the information covered in this module:

- Identify the difference between an "I statement" and a "You statement"
- Share the formula for creating an "I statement"
- Identify ways to actively listen
Would you please (what do you want/please)?

What have you already done to fix it?

Because (how is it affecting you/family)?

Sad...

Disappointed, frustrated, confused, happy

I feel (must state a feeling here)—angry?

What is the message?—what needs repaired or changed? Avoid using the word YOU here.

Remember:

Living with Roommates:

"I" Messages:

Active Listening Skills:

Relationships:

The difference between business and personal

Module Notes:

Questions to Consider:

- What is the difference between an I statement and a You statement?
- What information do you need to gather before your call the landlord about a problem?
Would you please? What do you want to happen? What do you wish or hope will happen? Can we please... I'd like it if..."

What have you already done to fix it?

Because (state the consequences of the behavior and/or facts: How is it affecting you/your family?)

I feel (one must state a feeling here: Angry, disappointed, frustrated, confused, happy, sad...)

When (just state the facts: What needs repaired or changed? Avoid using the word you here)

"1 Messages"
Start a conversation in a conflict situation only when you are, and can remain, calm.

- Person on the defense and meet your negative expectation.
- Don't call the other person names or tell him what he/she has done. This will put the other...

4. What you want/hope will happen?

3. How is affecting you and your family/household?

2. What you have already done to fix it?

1. What needs to be repaired or changed?

Describe the facts:

- Discuss one issue at a time. Don't use the "laundry list approach."

Own the message. Use the word "I" not "you," "they," or "we."

Positive Messages

- Respond to what the person said.

- Ask the person if she or he thinks you heard what he or she said correctly.

When the person finishes, restate in your own words what you heard him or her say.

Let the person finish speaking before asking questions or responding.

Focus your attention on what she/he is saying.

Face the person who is speaking.

Active Listening
I. Messengers' Scenarios

**Scenario 1**

When you moved in with your friend, you both signed the lease. For the first seven months, things were reasonably well. Now, the two of you are fighting over rent that you both believe the landlord did not have the check-in form to take. When you moved in two months ago, you noted on the check-in form that two windows did not have screens. Since then, the weather is warming up and you'd like to open your windows. You do!

**Scenario 2**

Now you've just come. You owe $7160 and do not have the money to pay it. You call the electric company and say...

**Scenario 3**

You knock on Chris's door and say...

**Scenario 4**

The next-door neighbor, the children seem to be getting louder and louder. You work from home and the children are playing games in the hallway, chasing each other and screaming.

**Scenario 5**

You haven't spoken with the landlord for several months, but you have heard other tenants complain about the ceiling leaks. In addition to the mess and the fact that the water has made the floor slippery, it is causing damage to the ceiling. When you got up this morning, you found water dripping into your bathroom from the rental unit.
If the landlord has not made the repair after several requests...

Contact one of the resources listed in Renter Resources for advice on what to do next. Depending on the situation, you may be advised to report the problem to the local building inspector, take specific actions with the landlord, find a mediator, or file a complaint with a consumer protection agency.

If the repair is not made when promised...

Keep notes on your conversation and keep them until the repair is completed. Ask the person who answered your call for his or her name. Ask when you can expect the repair to be made.

- Time when it would be convenient for the repairs to be made.
- Your name and address.
- What type of a problem it is causing for you.
- What needs repair—be as specific as possible.

Give the landlord the following information:

- What do you want done?
- What have you already done about it?
- When did you notice it?
- What happened?

Before you call the landlord, gather the information:

Call the landlord or your agent; the name and phone number should be on your rental agreement.

If it is clearly something that the landlord should fix:

And other contacts. Keep a copy of the messages and texts you were told in the phone conversation, along with the date and time.

Send a polite email or letter to the landlord, repeating the information in your phone conversation.

Verbal complaints, and then write a letter to the landlord, repeating the information in your phone conversation.
Sincerely,

[Signature]

Sample Letter: Requesting a Repair

Module E: Communications
BEHAVIOR WILLSalir de casa. Your roommate is more likely to be considerate when differences arise and flexible if the person is nice and good natured. Is your roommate friendly and the door open to friends? Does the person have friends that will spend a lot of time at your place? They may become a third roommate? Does the person have a significant other? Does the person have pets? Person likes to do a hobby at 3 a.m. and playing the drums, especially if the difference between sharing common areas: Dining? If so, is it more or less than you desire? Some people smoke, drink, or use drugs. Does the person smoke, drink, or use drugs every other month? Dining discrete every other day and doing homework. However, there is a difference between shared responsibilities. Both apartment? Do you and your roommate choose a room where one of you is sleeping while the other is cleaning habits. Are your room schedules compatible? Will you consider a person's sleeping habits and if you are going to share a room, you need roommates. Friends do not always make good roommates.

SELECTING A ROOMMATE

Life Skills: Living with Roommates

Module E: Communications
Phone bill charges will be paid by:

The long distance bill will be divided (strike one) evenly/according to who made the calls.

The local phone bill will be divided (strike one) evenly/according to the

name, ____________________________

Phone Bill:


Utility bills will be paid by:

(name, ____________________________

The bill will be divided (strike one) evenly/according to the

name, ____________________________

Utility bill:

The rent will be divided (strike one) evenly/according to the

name, ____________________________

Rent will be paid by:

(name, ____________________________

The Security deposit has been paid by each roommate in the amount listed above. The roommates will divide the

Security deposit

or to any roommates who pay any amount due for the defaulting roommate

If roommates will switch bedrooms or pay different amounts of rent at any point, those changes should be noted.

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Name

To

Address of Rental Unit

Term of Lease

Contract with the landlord. However, if may be used if a dispute among the roommates arises.

Execution of this roommate agreement does not alter the joint and several liability of the tenants under the rental

dwelling unit that makes the roommates jointly and several liable for all terms of the contract.

This agreement is made by and among the roommates named herein who have signed a lease for a shared

Roommate Agreement

Module E: Communications
RENT SMART ACTIVITY 5: HANDOUT 9

Date

Signatures

Date

Signatures

Other Terms

Household Duties: Household duties (laundry, clean bathroom, etc.) will be divided as follows:

Smoking in the apartment will be (strike one) allowed/allowed with restrictions.

The person responsible for the pets will be.

The following pets are permitted:

(If none, write "none")

All roommates agree to observe quiet hours for sleep, study, and other purposes on the days and times listed here:

Quiet Hours

Roommates and the landlord:

Each roommate is responsible for the behavior of his or her guests. Guests shall not unreasonably disturb other

Guests: (strike any part not applicable)

Subletting agreements are available at the Tenant Resource Center.

Subletting is (strike two) not allowed/allowed with permission of all roommates.

Internet usage charges will be paid by

If there will be high speed Internet, the bill will be divided (strike one) evenly.

The apartment (strike one) will/will not have high speed Internet.

High Speed Internet Access

Cable usage charges will be paid by

If there will be cable, the bill will be divided (strike one) evenly.

The apartment (strike one) will/will not have cable.

Cable

Module E: Communications