

# Youth Ambassador Training

**Will we prepare them ?**

# Ambassador Guidelines

TREAT EACH OTHER AND YOURSELF WITH RESPECT AND DIGNITY

KNOW EACH OTHER'S BOUNDARIES

KEEP EACH OTHER IN CHECK (professional)

OPEN COMMUNICATION

SHOW CONCERN ABOUT EACH OTHER IDEAS AND FEELINGS

TRUST EACH OTHER

# What do YA's in training want to learn ?

presentation skills (Time management, communication skills verbal and written)

gain self confidence

prepared for the future

college readiness (scholarships, resumes, grants)

professionalism

photo technology

stem equipment

proposal writing skills

# Ambassador Characteristics

responsible

caring

independent

brave

patient

ability to learn new things

takes an initiative

leadership skills

committed

respectful

mindful

educated

determination

confident

perseverance

little to no

# Know Your Characteristics

1. Responsible- having an obligation to do something, or having control over or care for someone, as part of one's job or role
2. Independent- having the ability to deal with a situation without the help of others
3. Brave- ready to face and endure danger or pain; showing courage
4. Patient- able to accept or tolerate delays, problems, or suffering without becoming annoyed or anxious
5. Considerate- careful not to cause inconvenience or hurt to others
6. Committed- feeling dedication and loyalty to a cause, activity, or job;

# Know Your Characteristics

1. Respectful- feeling or showing deference and respect
2. Mindful- conscious or aware of something
3. Educated- the ability to acquire and apply knowledge and skills
4. Determined- having made a firm decision and being resolved not to change it
5. Confident- feeling or showing confidence in oneself; self-assured
6. Perseverance- steadfastness in doing something despite difficulty or delay in achieving success
7. Awareness- knowledge or perception of a situation or fact

# Collaborating Game

Get in groups of three, pick two characteristics your group will like to make a skit of.

# What IS A TEAM ?

**Being technical, a team would be a group of individuals working together towards a common goal.**

# Communication Skills

**Communication** is simply the act of transferring information from one place to another.

**verbal** (using voice)

**written** (using printed or digital media such as books, magazines, websites or emails)

**visual** (using logos, maps, charts or graphs)

**nonverbal** (using body language, gestures and the tone and pitch of voice).

# Bad Communication Skills



# Barriers for Communication

Language

Clarity and accuracy

Misunderstanding

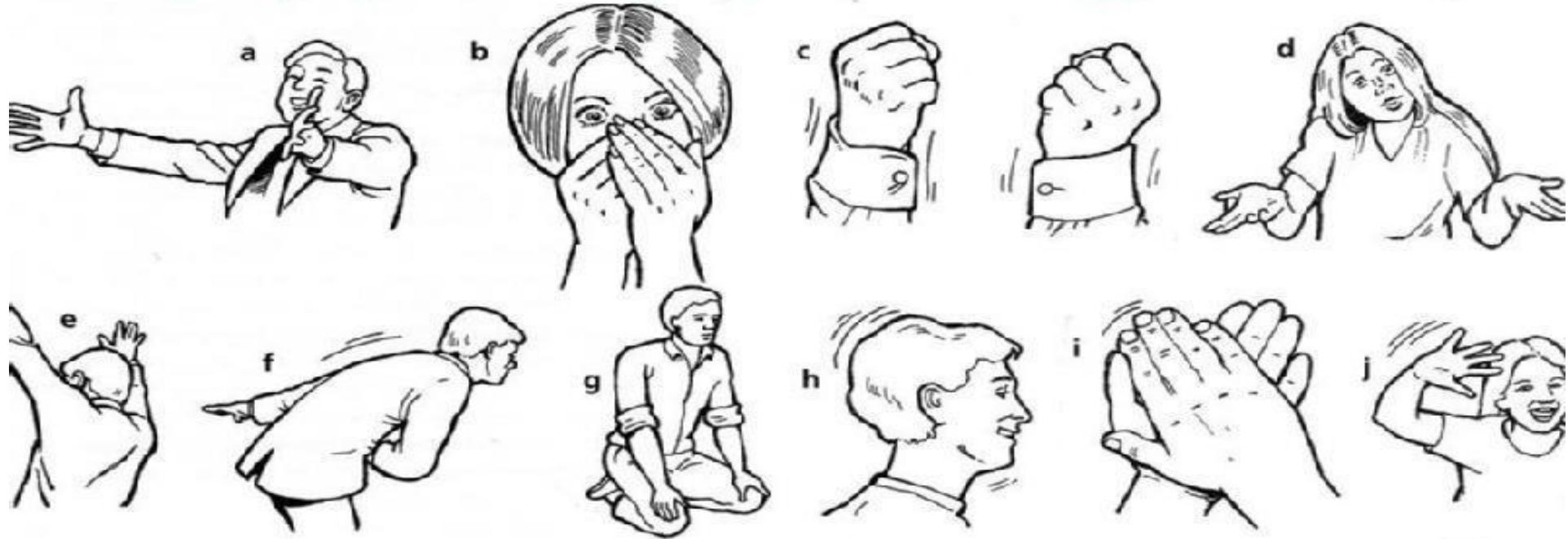
Lack of interest

Bias

Bad timing

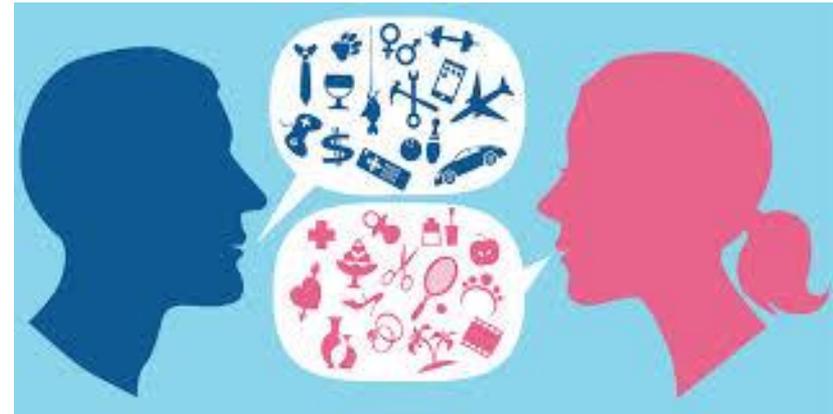
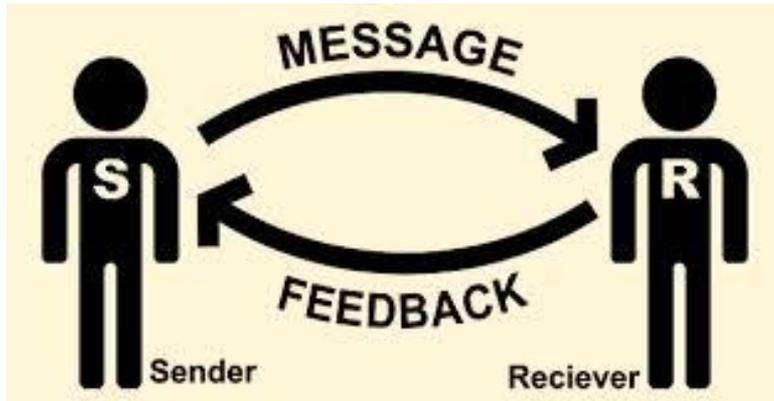
# Nonverbal Communication

*Body language is the language that the body speaks to the eyes*



*rather than tongue speaking to the ears!*

# Good Communication Skills



# Improving Communication

Use eye contact

Have humor

Posture and body orientation

Facial expressions

Avoid cliches

Be tactful

Avoid arguments

Enunciation

Use the 7 C's

Clear

Concise

Concrete

Correct

Coherent

# Consequences of Bad Communication

Time may be lost

instruction misunderstood / repetition

Develop Frustration

people unsure of what to do and how to do it

Wasted Products

if not handled correctly it may be damaged

**Table 1: Passive, Assertive, & Aggressive Approaches to Communication**

Type of Communication	Passive	Assertive	Aggressive
<b>Purpose</b>	To avoid conflict and/or always be agreeable	To communicate honestly and directly in order to achieve your needs and goals	To always get what you want—to win!
<b>Characteristics</b>	<ul style="list-style-type: none"><li>• Behave submissively</li><li>• Deny your needs</li><li>• Play the role of the victim</li><li>• Allow your own needs to be secondary to another's needs</li></ul>	<ul style="list-style-type: none"><li>• Recognize another's need (e.g., a request), but ultimately do what's best for you</li><li>• Stand up for yourself in a respectful, considerate way</li></ul>	<ul style="list-style-type: none"><li>• Get your way at the expense of another</li><li>• Blame the other person</li><li>• State your needs, but ignore the other person's</li></ul>
<b>Possible Results</b>	<ul style="list-style-type: none"><li>• Feel bad about self</li><li>• Lose self-respect</li><li>• Can get taken advantage of</li><li>• Can be stuck with unreasonable demands</li><li>• Reinforces gender stereotypes of weak women</li></ul>	<ul style="list-style-type: none"><li>• Feel confident about your choices</li><li>• Promote healthy self-esteem and self-respect</li><li>• Maintain honest relationships with others</li><li>• Facilitates collaboration</li></ul>	<ul style="list-style-type: none"><li>• End up feeling guilty, angry and/or resentful</li><li>• May also impact relationships with others</li><li>• Leads to isolation</li><li>• Reinforces gender stereotypes of aggressive women</li></ul>
<b>Examples</b>	"I was heading to another appointment, but I guess it's not that important and I could postpone it until later in the week to help you"	"I realize that you need help with this project. I have another appointment now, but I could help you during my office hours later in the week"	"You always approach me at the last minute and expect me to drop everything to help you, but you never help me when I need help. So, no, I will not help you now"

# Communication Styles

Passive - Compliant, submissive, talks little, vague non-committal communication, puts self down, praises others

Ex. ***“I don’t mind...that’s fine....yes alright”***

Believes that “You’re okay, I’m not”

Has no opinion other than that the other person/s are always more important, so it doesn’t matter what they think anyway

# Communication Styles

Assertive - Actions and expressions fit with words spoken, firm but polite and clear messages, respectful of self and others

Ex. *That's a good idea, and how about if we did this too...* or *"I can see that, but I'd really like..."*

*Believes "I'm okay, you're okay"*

*Believes or acts as if all the individuals involved are equal, each deserving of respect, and no more entitled than the*

# Communication Styles

Aggressive - Sarcastic, harsh, always right, superior, know it all, interrupts, talks over others, critical, put-downs, patronising, disrespectful of others

Ex. *“This is what we’re doing, if you don’t like it, tough”*

*Believes “I’m okay, you’re not”*

*Believe they are entitled to have things done their way, the way they want it to be done, because they are right, and others (and their needs) are less important*

# Communication Styles

[http://www.au.af.mil/au/awc/awcgate/sba/comm\\_style.htm](http://www.au.af.mil/au/awc/awcgate/sba/comm_style.htm)



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# Do you have Moral Character ?



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- **Wisdom** : the quality of having experience, knowledge, and good judgment; the quality of being wise.
- **Respect** : a feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievement
- **Gratitude** : the quality of being thankful; readiness to show appreciation for and to return kindness
- **Self-Control** : the ability to control oneself, in particular one's emotions and desires or the expression of them in one's behavior, especially in difficult situations.
- **Perseverance** : steadfastness in doing something despite difficulty or delay in achieving success.
- **Courage** : the ability to do something that frightens one.
- **Encouragement** : the action of giving someone support, confidence, or hope.
- **Integrity** : the quality of being honest and having strong moral principles; moral uprightness
- **Compassion** : sympathetic pity and concern for the sufferings or misfortunes of others.



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# Community Services Days

## Community Service ?

What . . .  
voluntary  
work  
intended to  
help people  
in a  
particular  
area.

Why . . .

1. You make a difference.
2. Volunteering encourages civic responsibility.
3. You get a chance to give back.
4. You learn a lot.
5. Volunteering strengthens your community
6. It promotes personal growth and self esteem.
7. It brings people together.
8. Volunteers gain professional experience
9. It saves resources

# Community Service Ideas

1. Food Service to Homeless
2. Animal Shelter ( Food, Toys, etc)
3. Focus Hope (pack food boxes for elderly)
4. Hygiene packs
5. Children's Hospital

[chmvolunteers@dmc.org](mailto:chmvolunteers@dmc.org)

DMC Children's Hospital at (313) 745-5326.

1. Day Of National Service

# What's the purpose of having a voice?

Become a better leader

You could possibly save someones life

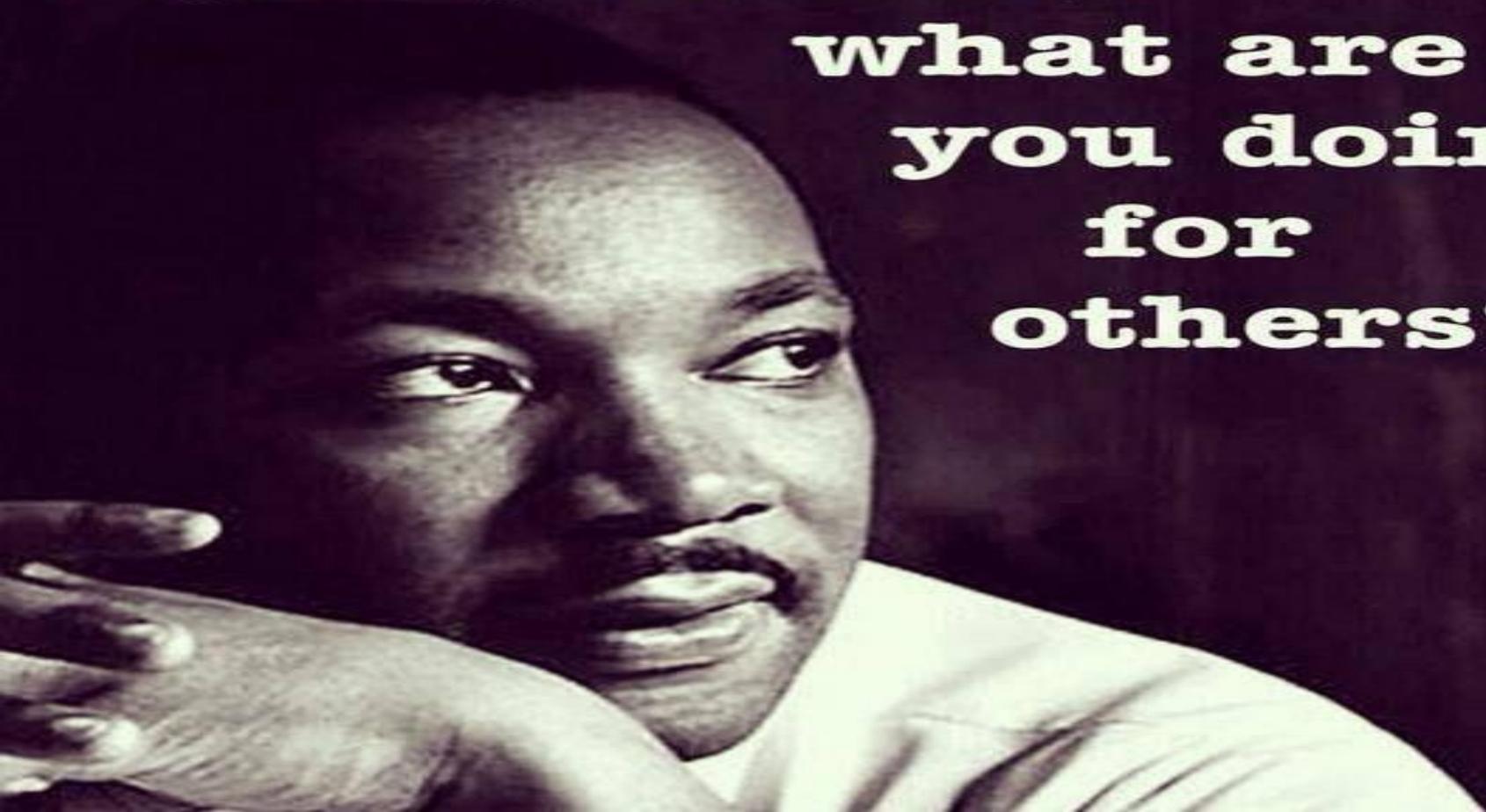
## MAKE A DIFFERENCE

IN ORDER TO MAKE A DIFFERENCE  
YOURSELF F



Life's most persistent and  
urgent question is,

**what are  
you doing  
for  
others?**



# Presentation Skills



**Sweaty Hands**



**Do you PANIC ?**



**Throat closing ?  
Need water ?**

**Got Butterflies ?**



# How to give good presentation

Give Background (put what you want them to know in content)

Motivation (make them care about what you want to tell them )

Research Slides (Everything you say can be proven by FACTS)

How many slides ( 1 min/slide)

Don't go too fast to finished before time but don't go slow either just take out least important information

Conclusion ( reassure them of what you told them already, never add new information at the end )

Know your audience

# Improving Presentation Skills

Start planning your presentation on paper (Start planning your presentation on paper to help creativity)

Make your ideas “stick”

If you make a mistake in presenting, don't panic (acknowledge it and laugh)

Include the audience (ask questions for understanding)

Don't try to say everything on screen

Try to make one key point per slide

Use examples and personal anecdotes to add credibility

You need to be yourself

Practice, Practice, Practice

# Ambassadors in Training Presentation Ideas

What issues would you guys want to present and who would you want to present to ?

1. Environment (present to environmental people @ Don Bosco)
2. School Violence
3. Student Voice