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Social Pragmatic Skills at Work

Barbara Jobin MS CCC-SP

Project Search Instructor Concord Hospital, NH

Purpose of Presentation

- 1. What do you mean by Social Pragmatics?
- 2. Issues in the work place
- 3. Activities



What is Social Pragmatics



“the use of language”



Involves



What is said...Why it is said...

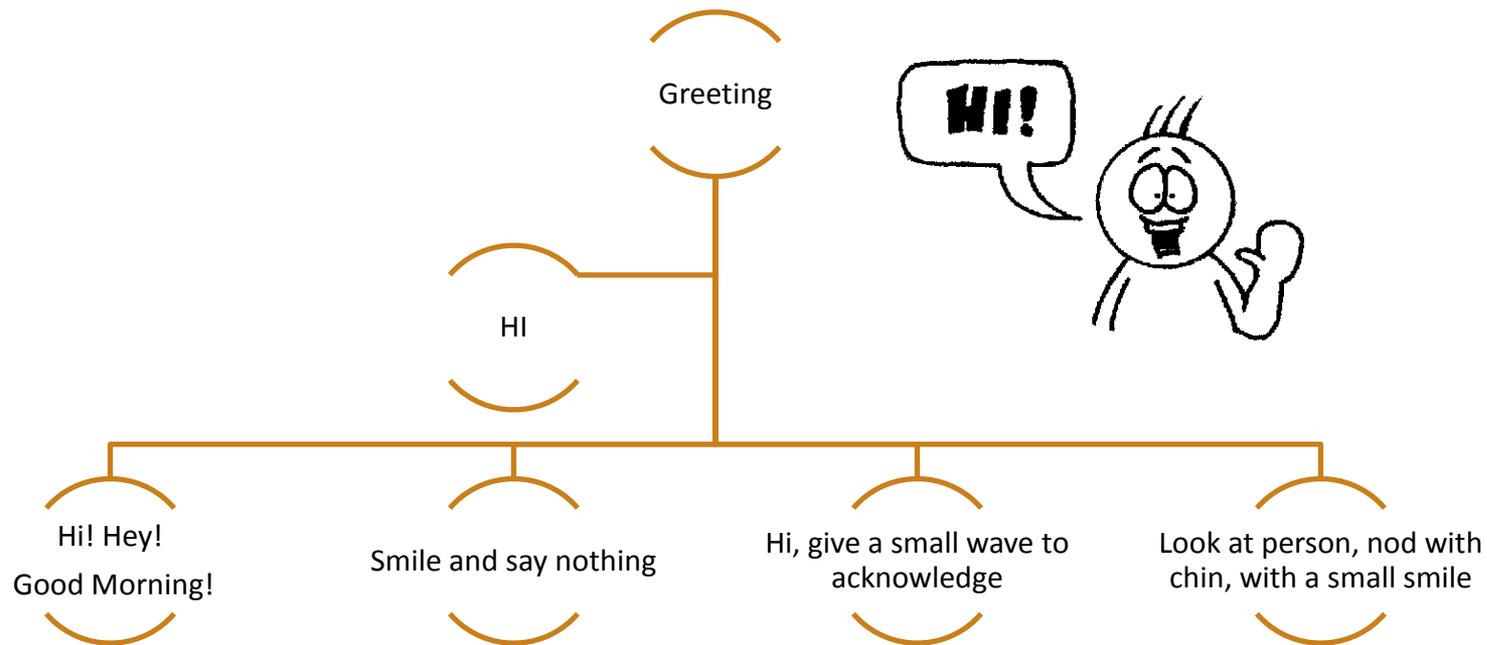


Verbal and Non Verbal Communication



The SKILL to use it

Using our language : Greeting



Using our language: Informing

1. Giving a reason or justification
2. Giving directions
3. Telling how you do your job
4. Telling your parent about your day or job interview

I am going to be

INVOLVES:

- a. Must select appropriate vocabulary to get concepts or ideas across to listener
- b. Select sentence forms: are you asking or telling?
- c. Did your information meet listener's needs?

Using our Language: Demanding

1. Commanding someone to do something
2. Expressing a feeling
3. Direct
4. Indirect

Example-
I want you to
leave the room

Examples

- “go outside”
- “go outside please” or “please go outside”
- ‘would you be kind enough to leave the room for a minute

Using our language: Requesting

1. Asking for information
2. Asking what someone wants
3. Asking for permission



Formulating

- Who
- What
- Where
- When
- Why



Changing our Language

Who



Content

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"Whoa—way too much information!"

Type



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Rules

CLASSROOM RULES RULES

1. Be specific
2. Use positive language
3. Include rationale
4. Think outside the box
5. Choose natural consequences

THE DATING RULES
STUPID

1. You can...
2. You can't...
3. Let him...
4. You should...
5. Don't wear...



SHOP RULES

Wear eye protection at all times

"Da Rulez"

- => no gum OR sunflower seeds.
- => no hats.
- => no running in hall.
- => no play-fighting.

- THE PRINCIPAL -

Rules of Language



Rules: Turn Taking and Staying on Topic Conversations and Story Telling

1. You need to shift perspective
2. You need to organize thoughts into language that moves in a purposeful direction toward someone else's area of interest, and
3. You need to formulate questions and follow up with more specific questions to explore another persons'

- Having difficulty asking questions
- Ask shallow questions
- Divert the topic back to themselves or their experience



Rules: Using Verbal and Non Verbal signals

Conversations and Story Telling

Verbal Signals

1. Tone of Voice

Non Verbal Signals

1. Facial Expressions
2. Body Language

Activities



Watching Versus Staring



Watching or Observing
equals
“Looking or Thinking”



Blank Stares
equals
“Looking and not Thinking”

1. When you look at something you get information
2. You get clues which help you guess to what it means
3. Be a Spy and observe
4. Video Tape

Perspective Taking

People think, I think, You think, they think....

What do you expect

Supervisor	Co-workers	Job Coach

Teacher	Friends	Parents

Compare and contrast

Perspective Taking

People think, I think, You think, they think....

What do they expect from you???

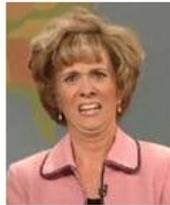
Supervisor	Co-workers	Job Coach

Teacher	Friends	Parents

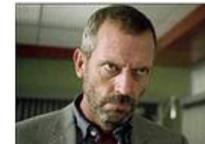
Compare and contrast

Activity: Give students a feeling and ask them to find pictures and then discuss if they have observed this at a work setting

Disgusted



Annoyed



Asking for help or a question

1. Assignment ask a co-worker or job coach a question and share with group
2. Question Book...

TEACHABLE MOMENT



Teachable Moments



Resources

Social Thinking by Michelle Garcia Winner

- <http://www.socialthinking.com>





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Contact Information

Barbara Jobin

bjobi54school@gmail.com

603-219-1813