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## Interaction and communication

An interaction is when two or more people talk with each other to communicate. In your workplace, you may interact with different people, such as your supervisor and the people you work with.

At the Big River Zoo, you interact with:

- Visitors who come to the zoo
- Your team leader, Max
- Your team members Ellie, Raji, Sariah and Jacob



## Examples: Types of spoken interactions

Spoken interactions are used every day in the workplace. Here are examples.

Spoken interaction	Example
Finding information	Can you please tell me where I can find the main office?
Giving an instruction	Please remember to leave the key to the front entrance.
Responding to an instruction	I will get that job done next.
Receiving and passing on a message	Max, Raji said he is still working in the monkey enclosure. He will be here as soon as he can.
Leaving a message	Max, I may be 10 minutes late for our meeting.
Talking with a team member	Ellie, one way to get ready for the visitors' talk is to remember the questions people usually ask. It helps me think of what to include in my talk.
Participating in a team meeting	My visitors' talk went very well today. People asked a lot of questions and were very happy with their experience.
Explaining a workplace procedure	If you hear the fire alarm, do not panic. Wait for someone to help you.
Asking about a workplace situation	When will the monkey feed be delivered? What time will the visitors be here?
Reporting a problem	I have noticed that a light is not working in the monkey enclosure.
Presenting information	Today there were 10 visitors in the group.



## Day 2

Today Max helps you prepare for your first talk with the visitors to Big River Zoo. He tells you how to speak clearly to the visitors and how to keep the visitors interested in your talk. When you are speaking to people, you need to make sure they can understand you. Max talks to you about different ways you can do this.

## Examples of non-verbal communication

Here are some examples of non-verbal communication.

### Facial expression



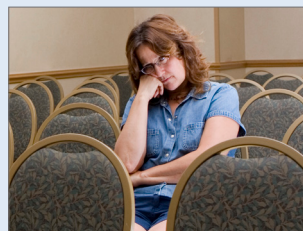
### Eye contact



### Gesture



### Body language





## What has happened on Day 2

On Day 2 at the Big River Zoo you have learned about:

- Types of communication:
  - Verbal communication
  - Non-verbal communication
  - Listening

## Reflecting on interactions

To reflect means to think about something that has happened. You may reflect on how you have done a task.

When you reflect, you think about how something is done and how to change things to make them better. You also think about the things you did right that you do not have to change.

You ask Max questions to help you reflect on your talk.

The questions you ask Max are:

- Did everyone understand what I was talking about?
- Did I understand the questions from the visitors correctly?
- When I answered questions from the visitors, were the answers clear?
- Did I use any words that the visitors did not understand?
- How could I make the experience more interesting?





## What you have learned

Well done. When working at Big River Zoo, you have learned about:

- The purpose of spoken interactions and communication
- The audience of spoken interactions and communication
- Types of spoken interactions and communications
- Giving the required information in spoken interactions and communications
- Type of communication:
  - Verbal communication
  - Non-verbal communication
  - Listening
- Seeking feedback
- Reflecting on interactions
- Thinking about what you can do better