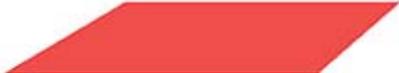




**SkillsUSA**®

**Career  
Essentials:  
*Foundations***





# Putting Your Best Communication Forward

Workplace Skills: Communication

- Essential Questions
  - In what ways can communication positively and negatively affect work performance?
  - What situations require the use of professional communication?
  - What methods of communication are used in the workplace?



# Putting Your Best Communication Forward

Workplace Skills: Communication

- Students will understand...
  - Professional communication must occur in face-to-face conversations, e-mails, social networking messages, text messages, letters and phone calls.
  - Professional communication requires attention to the details of messages we send and receive.
  - Professional communication includes words either spoken or written as well as non-verbal body signals.
  - Professional communication with teammates, supervisors and customers requires thoughtful effort and awareness of self and others.



# Putting Your Best Communication Forward

Workplace Skills: Communication

- Students will know...
  - Different communication methods can be used to communicate a variety of content to a variety of people.
  - They must commit to using professional communication, even during times when others do not communicate professionally with them.



# Putting Your Best Communication Forward

Workplace Skills: Communication

- Students will be able to...
  - Determine when it is appropriate to use e-mails, phone calls, face-to-face conversations, text messages and social networking personal messages to communicate within the workplace.
  - Evaluate a workplace e-mail to determine its purpose and components.
  - Write a workplace e-mail to address specific content to a specific audience using identified e-mail components.



Why do people  
communicate within  
the workplace?





- Objectives:
  - Determine when it is appropriate to use e-mails, phone calls, face-to-face conversations, text messages and social networking personal messages to communicate within the workplace.
  - Evaluate a workplace e-mail to determine its purpose and components.
  - Write a workplace e-mail to address specific content to a specific audience using identified e-mail components.





## Content

The information included within the communication. The purpose of communicating.

## Context

The method within which the content is included. The vehicle for delivering content.





## Workplace Skills: Communication



Notes, Facts, and Quotes	Reflections and Observations	Compare/Contrast





- How do appropriately communicated messages affect relationships?
- How do they affect a team's ability to work productively?
- How do inappropriately communicated messages affect relationships and team productivity?
- How does our communication style affect our personal image?





- *Sample of Content + Context Connection Chart*





## Email components

- Greeting
- Pleasantry
- How you got their details
- Reason for message
- Body Topic 1
- Body Topic 2
- Closing line
- Signature





## Email Etiquette Checklist

- What information sticks out to you?
- What information is new?
- What did you already know?
- How will the information be useful to you as you write workplace e-mails?



## Social Media

- What do you notice about the tone of the posts?
- How can you tell what the tone is?
- How did the posts affect people not in direct relationship with the posts?
- How do you know?
- What would an employer think about the posts if the posts created the first impression for the potential employee (the maker of the post)?





## Workplace Skills: Communication



- Keep your voice, facial expressions, body gestures and posture pleasant, as though the person you are speaking with were sitting across the table from you.
- Indicate that you understand what the concerns of the customer are by repeating to them what you hear them say and by asking clarifying questions.
- Empathize with the frustration of the customer by stating that you understand their frustration.
- Offer to help. Provide the customer with action steps for them to take or action steps you will take to help them. These action steps might include a phone call to a manager, transferring the phone call to someone who you know can help or offering a compensation if you are permitted to do that by management.
- Thank the customer for their time and for sharing their product review with you.





**D**escribe what you did for the day.

**I**nterpret what you learned.

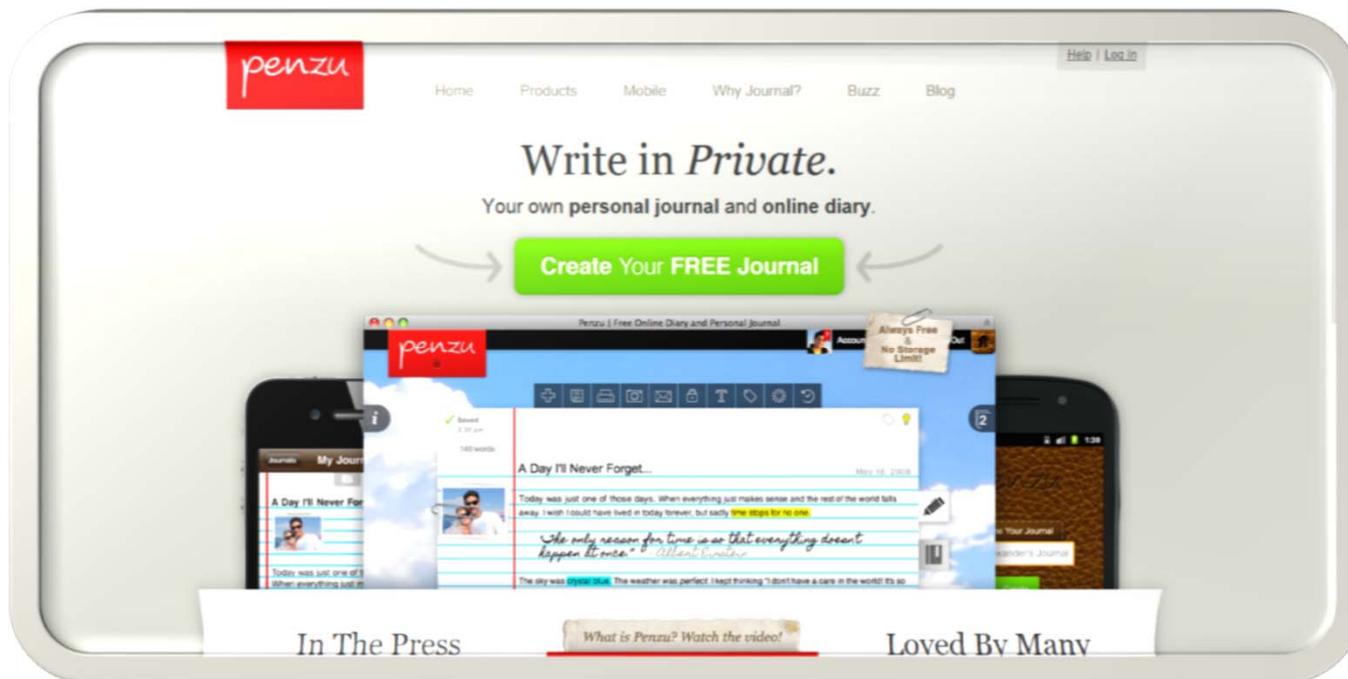
**E**valuate the effectiveness and usefulness of what you learned.

**P**lan how the learning will be useful to you in the future.





## Workplace Skills: Communication



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