

Communication



Skilled communicator. Listens and speaks clearly or uses alternative communication methods.

Seek opportunities where you can...

- 1 Prioritize what needs to be communicated and determine most appropriate form of delivery.
- 2 Tailor content, tone, and terminology of your writing for a specific audience and purpose.
- 3 Proofread a document to improve grammar, syntax, spelling, punctuation, dimensions, graphics, and use of jargon.
- 4 Use appropriate strategies to capture and retain important information.
- 5 Convey information clearly, correctly, and succinctly.
- 6 Apply active interpersonal communication skills using reflection, restatement, questioning, and clarification.
- 7 Understand the impacts of nonverbal communication (posture, appearance, expressions, gestures) on how a message is received; adapt your approach based on audience and situation/environment.
- 8 Understand another's perspectives and feelings through active listening and paying attention to nonverbal cues.
- 9 Determine when to talk and when to listen and reflect upon the proper balance.

Topics for Class Discussion

- ⦿ Identify:
 - The best/most appropriate delivery mode to communicate an important piece of information.
 - Effective personal retention strategies and appropriate notetaking methods
- ⦿ How to interpret/clarify complex instructions
- ⦿ feelings communicated by others (both verbally and nonverbally).

Common Types of Communications

Written: Reports, Emails, Forms

Oral: Phone calls, Face-to-Face Discussions, Virtual Meetings, Presentations

Prepare!

- Know your audience.
- Know your subject matter.
- Use the best delivery method.

Be Aware of Body Language

Communicators need to be aware of the signals they are sending.

- Posture
- Gestures
- Eye contact
- Dress

Discuss:

1. What do slumped shoulders and lack of eye contact convey?
2. What does it convey when **you** look at your phone and not the person talking?



Take Notes!

- Always have your note-taking device with you
- If you miss something, ask!
- Don't try and write everything someone is saying, get the key points.
- Review your notes before asking.

LINKS

 [Body Language](#)

 [The Power of Nonverbal Communication](#)

SCENARIO

Emma is shadowing her trainer during her first week on the job. She feels overwhelmed by the amount of new information being given to her and feels as if she may not be correctly understanding certain directions. What strategies should Emma consider using to ensure she is benefitting from her training?