

**Communication rules!**

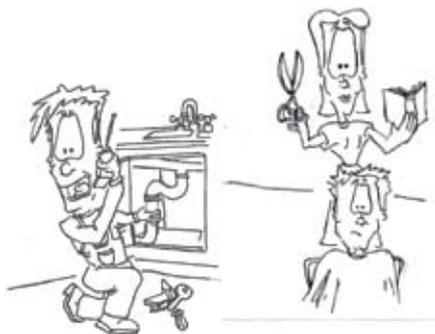
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### Activity 3:

- A Decide whom you will work with to check spelling and the meaning of words.
- B Set aside a regular time to test one another. Mark this time on your timetable.



Many people are unsure about the type of paid job they want to do. Some people also change jobs many times during their working lives. You should therefore become familiar with the literacy skills needed for all jobs in these books.

Regardless of where you work you need to;

- have the right attitude to work
- use appropriate non-verbal communication
- be able to listen carefully
- be able to receive and give instructions
- use your literacy skills (the ability to write, speak and listen).

## Attitude

### WORD LIST:

attitude

Like it or not, many people will form an opinion of you when you first meet them. When you start work, people will also form an opinion about your attitude to work. They will decide whether or not you are keen to do your work and get along with people around you.

One way to present the right attitude is to communicate effectively. This means paying attention to how you look, how you listen, speak and write, how you complete activities given to you, and how you work in teams.



### Activity 4:

To check understanding of 'attitude':

- A read the following description of Harrison's first day at work
- B make notes on how he could have done things differently to show he had the right 'attitude'
- C use your notes and your Student's Workbook to prepare a small notice with the heading 'Attitude'. Display the notice near your study area.

Tips when preparing the notice:

- Think about the **purpose** of this activity.
- Think about the **audience**.
- Your notice should be designed so that it reminds you of the meaning of 'attitude'.
- Prepare a draft, and edit your work before completing a final copy for your own use.
- Add colour or art for interest.
- For this activity, you are the audience.

Consider using some of these words or phrases in your notice:

|            |             |
|------------|-------------|
| punctual   | positive    |
| friendly   | imaginative |
| articulate | appropriate |
| accurate   | attentive   |

#### WORD LIST:

Add these words to your Word List if you cannot spell them, or if you do not understand the meanings.

### Harrison's First Day at Work



Harrison arrived ten minutes late for work but quickly made his way to his desk. His first appointment was at 9 am so he decided to rearrange his work area so he could avoid having contact with other workers. His supervisor walked past and said 'Good morning'. Harrison nodded and continued moving items on his desk. At 9 am he tried to find the meeting room and managed to be in the room at 9.10 am. There were three people sitting at one end of a long table.

Harrison sat at the other end and started reading notes he had made in his pad. He forgot to get rid of his chewing gum. He noticed that everyone in the room was wearing a tie except for him, but decided that wasn't important. His supervisor explained the roles of the people at the table, including Harrison's role. Harrison was surprised that he seemed to have the trivial jobs to do and the others had more interesting work. When he returned to his desk he made a comment to a fellow worker that he thought the job was dead end but would stick it out till he saved enough money to split.

#### Activity 5:

Should workers (employees) modify the way they dress and behave to suit the employer? Work in small groups or pairs. Use your Student's Workbook to make notes. Arrange for one person to report to the whole group. Use your evaluation sheet to record how well your group worked together on this activity. File the evaluation sheet next to your workbook notes in your evidence guide.



#### WORD LIST:

modify  
employer  
employee



### Activity 6:

Form groups of three and role-play the following situations. Make sure your group begins by planning what each member of the group will say. Each situation should be completed three times so that each person has a chance to play another character. After each role-play, provide feedback to one another so the new employee demonstrates the right attitude. Be sure to complete the group evaluation sheet. This will be evidence of your ability to work in teams.

Situations:

- A One person introduces a new employee to a manager of the firm.
- B One new employee enters a room to meet with two employees. The experienced employees explain to the new employee some workplace expectations such as dress code, times to be at work, lunch breaks, sick leave and using the telephones for personal calls.
- C Libby, a supervisor, is explaining to a new employee Anne, what she expects, and some of the activities don't sound very exciting. When Libby leaves, Paul an experienced employee asks Anne what she thinks about Libby and the new job.



### Activity 7:

Complete the table in your Student's Workbook that lists specific situations where attitude is important to promote a business. Add examples to columns 2 and 3 by completing the sentences.

You might use some of these words:

- helpful, detailed, accurate information, irrelevant, disregard, preferences
- variety, choices, clear, including, optional, confusing, irrelevant
- request, clearly, describe, abrupt, refuse
- listen, noting, assist, ignores, uncooperative
- offer, assist, willingly, ignores, careless, hurriedly.

#### WORD LIST:

Choose words  
to add to your Word  
List



### Activity 8:

Group discussion;

- A Helen says to Dillon "Don't use that tone of voice with me!" What might this mean?
- B An employer says, "I just don't like her manner!" What might the employer mean?

Share your examples with the rest of the group. You could role-play some situations. For example, an employer asks a worker to do a job and the worker slams down a book on the table. Use your Student's Workbook to record answers and evaluate how well your group worked together on this activity.