

## Communicate Effectively

### **Directions:**

1. Research oral and written communication for the workplace. Pay specific attention to the necessary skills and techniques for more effective communication.
2. Write response emails to the following scenarios.
  - A customer, who is not proficient in writing English, has written you a letter regarding work completed one month ago. The customer has questions about the bill and does not completely understand why the bill is so expensive. Write a response simply worded so the customer will understand.
  - A fellow worker sends you an email stating he/she does not appreciate your attitude toward him/her while at work. The worker feels you look down at him/her and you are not doing your job as well as you should. The email is not written in a sarcastic or an extremely angry tone but, rather, just pointing out a few of your faults in the workplace. Email the worker explaining yourself and try to make him/her see you are doing your job and you are not looking down at him/her.
  - A manager sends you an email stressing this is a very important period for the company and needs you fully focused on your work. The manager claims you have not been focused during the past few weeks and you really need to get your act together in order to make the deadline. Write an email back explaining the possible reasons you might not be focused and ways you would try to improve your progress.
  - A customer emails you stating you were very rude to him/her while helping them last week. The email is written in very angry language, often degrading you and your coworkers. Reply to the email trying to patch up the situation so the customer will do business with your company again.
3. Select one of your responses from the previous question. Prepare a five minute speech about how you handled the situation. Be sure to include information from your research explaining how to handle the situation. While you are speaking, have your classmates prepare critiques about your presentation. After the presentation, review your classmates' comments. Prepare a one-page paper about how you can improve your presentation.