

COMMUNICATION

Communication goes well beyond being liked. Good communication is essential for success: personal, social, professional.

Speak and write so you can be understood.

Be an active listener. The ideas and information of others are important.

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Speak:

Formally or informally communicate orally to individuals or groups.

Write:

Communicate using the written word. Use paper, pen, computers, tablets, and smart phones.

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Negotiate:

Have discussions to solve disagreements!

Listen:

Try to really hear what others say, especially if you are being spoken to directly.

Interpret:

Restate words or ideas.

OR

Translate from one language to another.

IDENTIFY THE BEST COMMUNICATION:

- You are talking to someone at a social outing. This person has influence and could hire you. You:
 - talk on and on about what a great employee you are.
 - ask the person questions about the business and listen closely to the answers.
 - mention your job search and highlight your strengths.
 - discuss the weather.
- You are required to listen to a rather boring lecture. You:
 - text on your phone throughout the talk.
 - bring your knitting or read a book.
 - take notes to help you stay focused.
 - pay attention in spite of the dull delivery.
- You must present a session about your project to a panel of business people. You:
 - use formal speech and business jargon with multimedia to make your points.
 - wing it, doing the barest amount of preparation. You know your own project well enough.
 - use slang and mumble.
 - use a slideshow with bullet points and read the slides.

You'll find answers at the bottom of the page.

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10 ACTIONS

Communicating well helps you reach out and understand others.

Listening actively to others honors them and informs you.

Consider the audience with whom you are communicating. What is the best way to make a good impression with them?

When communicating, avoid sending mixed messages. Be sure your tone, language, and body language send the same message.

Tutor someone in an area in which you are skilled, helping someone understand new concepts.

When negotiating, try to reach a compromise, so that each person gains something.

Write a letter or e-mail asking someone why you care so much about them.

Ask someone to hear their perspective on something. Try to get that person's perspective on his or her point of view and work from there.

Write an opinion piece (letter to the editor, blog post, etc.) about an issue that's important to you.

Find opportunities to speak (school and community clubs, church, etc.) to polish your ability to communicate with others.

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1. B is the best answer because it allows the other person to talk about his/her area of expertise while informing you more about a potential employer. C is also acceptable but offers less consideration for the other person. D is the best answer because it is polite and inconspicuous with a potentially educational result. C is also a good answer, but note taking may draw unwanted attention to yourself.
2. Choice A shows the most thoughtful preparation and offers the opportunity to reach your audience with information and emotion.
3. Choice A shows the most thoughtful preparation and offers the opportunity to reach your audience with information and emotion.

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