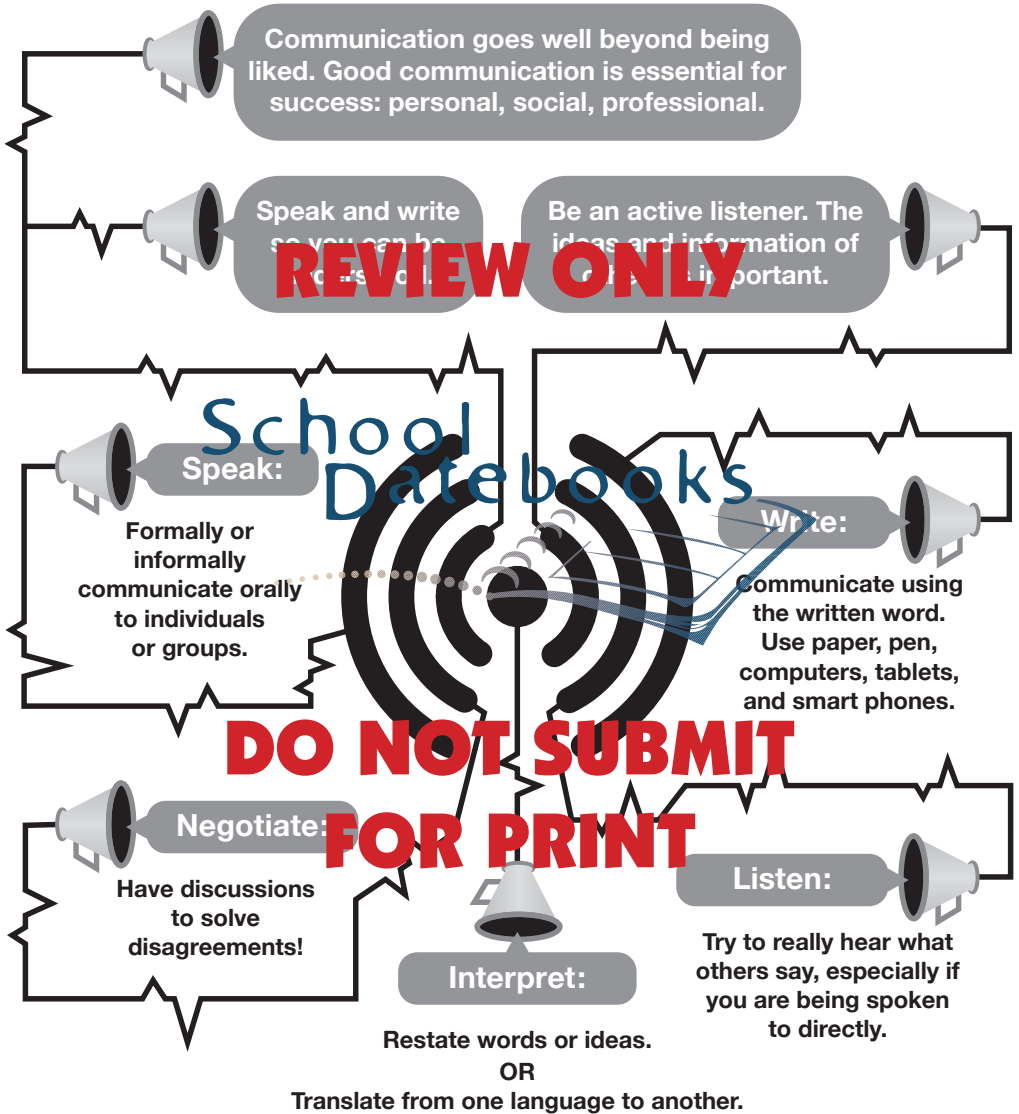


# COMMUNICATION



## 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.*

## REVIEW ONLY

### EXAMPLE 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 email telling someone why you care about them.

Avoid accusing another person of something. Try to understand his or her perspective on his or her actions 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.

## DO NOT SUBMIT FOR PRINT

- 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.
- Choice A shows the most thoughtful preparation and offers the opportunity to reach your audience with information and emotion.