Communicating in the Workplace

Daniel Thorpe | Day-02 | 27 June 2025

1

Intro & Review

2

Student Introductions

- Maria Flores
- Jisa Joseph
- Kulwant Kaur
- Tenzin Rubel

3

Review Questions

4

Communicating in Writing

5

Stages of Business Writing

1. Prewriting.
2. Writing.
3. Revising.
4. Proof Reading.

PROOFREAD
1. Accuracy
2. Grammar
3. Spelling

6

The Importance of Proof Reading (Punctuation)

Dear Saxon:

I want a man who knows what love is all about. You are generous, kind, thoughtful. People who are not like you admit to being useless and inferior. You have ruined me for other men. I yearn for you. I have no feelings whatsoever when we're apart. I can be forever happy--will you let me be yours?

Yours,
Daria

Dear Saxon:

I want a man who knows what love is. All about you are generous, kind, thoughtful people, who are not like you. Admit to being useless and inferior. You have ruined me. For other men, I yearn. For you, I have no feelings whatsoever. When we're apart, I can be forever happy. Will you let me be?

Yours,
Daria

7

Principles of Business Writing

Author's Purpose
Entertain
Persuade
Inform
Describe
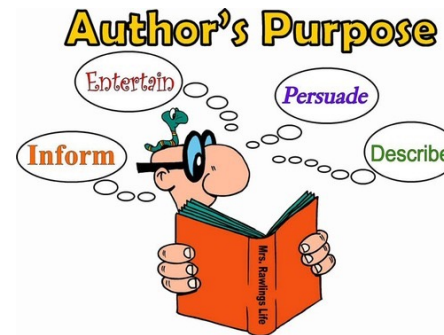
➢ Purposeful.
➢ Audience Oriented.
➢ Professional ("Business Casual").
➢ Clear.
➢ Concise.

8

Be Audience Focused

9

Language in Business Writing Should Be...

Plain / Conversational (NOT Overly Formal or Casual):

➢ Hang loose until I get back to you.

Positive:

➢ I can't let you start your vacation until 1 May.

➢ Customers cannot return merchandise without a manager's approval.

➢ We can't send your shipment until we receive proof of your payment.

Audience Oriented:

➢ Please return the enclosed card so we can update our beneficiary records.

10

Business Writing Should Be Courteous

Blunt:

➢ Have that report to me by close of business Friday.

Polite Command:

➢ I need that report by close of business Friday.

Blunt:

➢ Don't eat all the muffins!

➢ You can't come behind the counter.

11

Business Writing Uses Plain / Conversational Language

➢ Use "**begin**" instead of **commence** or **initiate**.

➢ Use "**pay**" instead of **compensation**.

➢ Use "**end**" instead of **terminate**.

➢ Use "**return**" instead of **reciprocate**.

12

Business Writing is Precise

- Use "**1,000"** (or some other number) instead of "**many**".
- Use "**5:30 AM"** (or some other specific time) instead of "**early**".
- Use "**33° Celsius"** (or some other specific temperature) instead of "**hot**".
- Use "**89.9%"** (or some other specific percentage) instead of "**most**".
- Use "**Business Administration Students"** instead of "**others**".
- Use "**A millionaire"** instead of "**very rich**".
- Use "**An oak desk"** instead of "**nice furniture**"
- Use "**8:00 PM Wednesday'** instead of "**soon**".

13

Emoticons and Emojis?

Yes, or no?

😎

🤪

¯_(ツ)_/¯

14

Abbreviations?

Yes, or no?

- **It's (It is)**
- **They're (They are)**
- **Don't (Do not)**
- **Haven't (Have not)**

15

Common Errors-01

Your and You're

1. Your/You're cab is here.
2. Your/You're bottom is a shining star.
3. Your/You're going to go far.
4. Your/You're not from around here, are you?

16

Common Errors-02

A lot and Alot

1. There's alot/a lot of clues in this room.

2. That's alot/a lot of stupid for just one person.

3. I ate alot/a lot of out-of-date shrimp and now I don't feel so great.

17

Common Errors-03

They're, There, and Their

1. They're/There/Their nice kids, really.

2. They're/There/Their goes the last train out of town.

3. They're/There/Their cab is here.

4. They're/There/Their just a couple of hosers from Cape Breton/The Rock/Surrey.

18

Common Errors-04

It's and Its

1. It's/Its not a bad day for January in Winnipeg.

2. The dog broke it's/its nose.

3. It's/Its his knish after all.

4. The cat fell on It's/Its back.

19

Common Errors-05

Avoid Mixed Metaphors

1. Yes, I loved your mother, but that train had already sailed.

2. He tried to scale the wall of hatred between them but found he couldn't burrow through it.
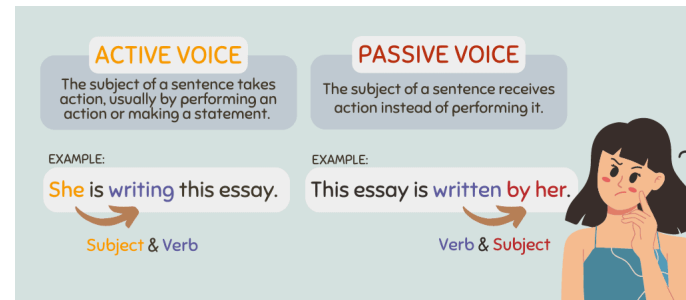
20

Break

15 Minutes

21

Writing Tip-01

Passive vs Active Voice

ACTIVE VOICE
The subject of a sentence takes action, usually by performing an action or making a statement.

EXAMPLE:
She is writing this essay.

Subject & Verb

PASSIVE VOICE
The subject of a sentence receives action instead of performing it.

EXAMPLE:
This essay is written by her.

Verb & Subject

22

Writing Tip-02

Smooth Transitions

once   although   rather   then   nevertheless
namely   rather   despite   before
whereas   including   surely   instead
instead   immediately   despite
further   equally
identically   Transition Words   however   eventually
later
whenever   certainly   conversely
meanwhile   chiefly   truly   otherwise
indeed

23

BLAISE PASCAL
1623–1662

"I am sorry to have wearied you with so long a letter but I did not have time to write you a short one"

24

Language Tidbit: Cdn/UK/US English

25

Storytelling

26

Character

- Creates Identification
- Empathy
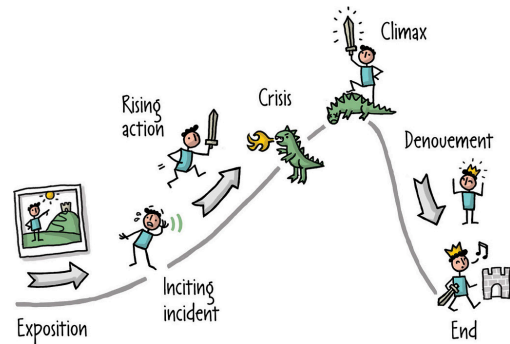- Personal Involvement

27

Setting

In business storytelling the setting is often your starting situation; the question or problem you're looking to solve.

28

Plot

➢ Driven by the situation and character.

➢ Each action drives the next (not just one thing after another).

29

Theme

➢ What your story is "about".

➢ Not the same as its topic or subject.

➢ What do you want the audience to take away?

Subject: A Call to Bill Hewlett.

Theme: It's important to ask, to take action.

30

Homework for Day-03

1. Review the Day-02 handouts.

2. Note any questions you want to ask for Day-03.

3. Select some incident from your experience that taught you a lesson (your theme). This could be a holiday where all went well (or poorly), a job interview, etc… Prepare a short (two minute) presentation to tell this story with:

   • A compelling introduction that gets your audience's attention and establishes your setting;

   • A description of yourself as the protagonist;

   • A plot in which you resolve a conflict / learn a lesson; and

   • A Conclusion that reinforces your theme.

31

32