

Communicating in the Workplace

Daniel Thorpe | Day-01 | 20 June 2025

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Why a Communications Course?

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Google's Project Oxygen (2013, Updated 2018)

To qualities that make their best managers most effective:

- Being a good coach
- Listening and communicating well
- Empathy and support

(Science, technology, and engineering expertise ranked last among the top skills.)



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Welcome & Administration

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Course Outline: Day One

- Intro: Why a Communications Course?
- Welcome & Administration
- The Communication Process
- Student Introductions
- Break
- Student Introductions
- Communicating in Writing
- (Handouts available as .pdfs at: <https://www.wobblythumb.ca/communicating-in-the-workplace/>)

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Administration

Public Speaking and Strategic Narratives for Leaders

GRADING ("S" OR "U")

- Participation: 10%
- Written work (Quiz and Presentation Outlines Homework): 20%
- Project: (Group work & Informal Presentations): 20%
- Project (Student Presentation 1): 25%
- Project (Student Presentation 2): 25%

Timetable: Tuesdays, 10:00 – 1:00p, 16 Jan–13 Feb

80% Attendance

Student Evaluation

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The Communication Process

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Dr Howard Hendricks

Thoughts untangle themselves
over lips and through pencil tips.

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The Communication Process



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The Communication Process

1. Starts with an idea.



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The Communication Process

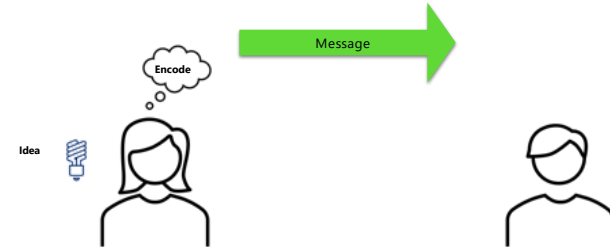
2. This must be encoded into words.



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The Communication Process

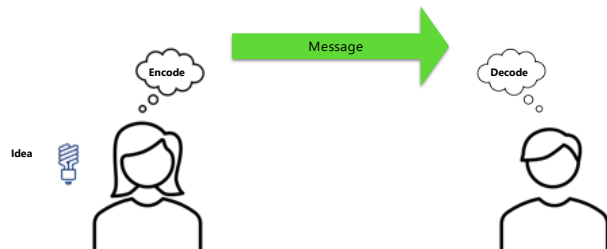
3. Then sent as a message.



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The Communication Process

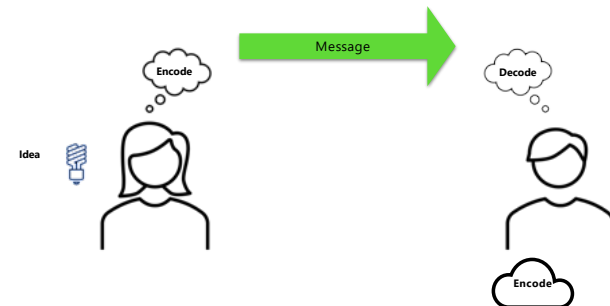
4. The receiver must decode the message.



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The Communication Process

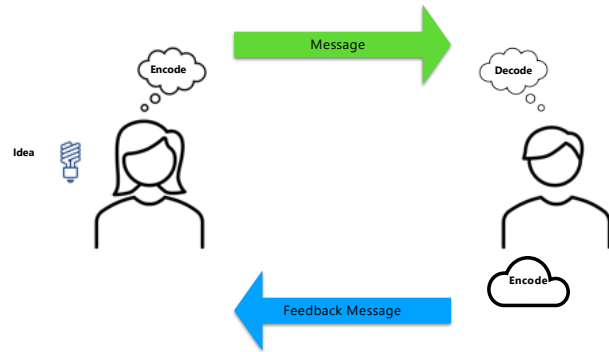
5. If confused, they must encode their own feedback message.



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The Communication Process

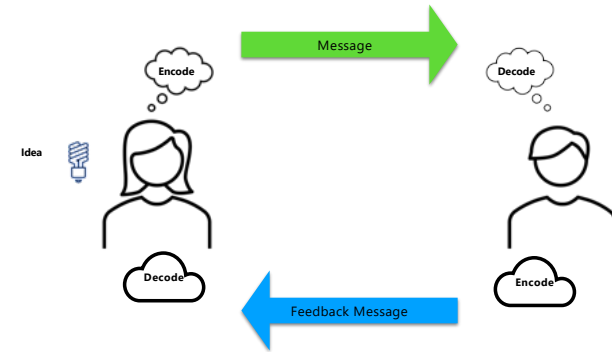
6. Which then must be sent over a channel.



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The Communication Process

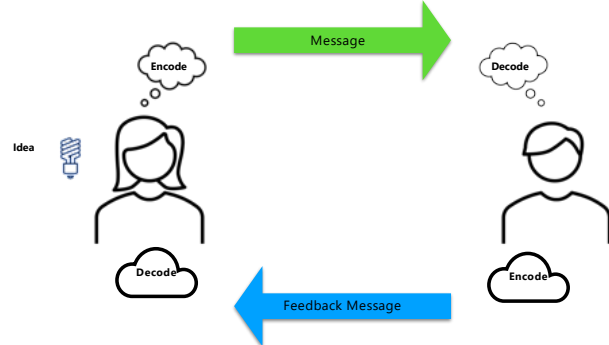
7. Which the original sender must decode.



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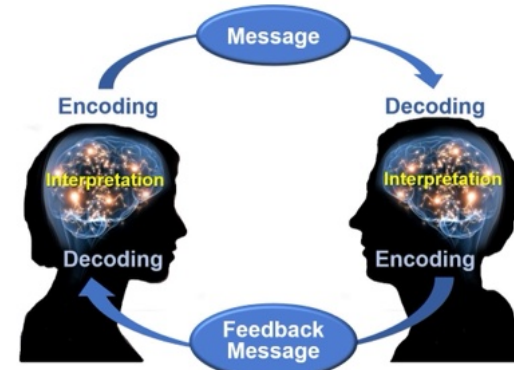
The Communication Process

8. To send a clarification message and start another round.



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Communication Process



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Choosing a Channel

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What is Each Channel Good For?



- Face-to-Face?
- Phone?
- Email?
- Texts / Instant Messaging / Chat?
- Meetings?

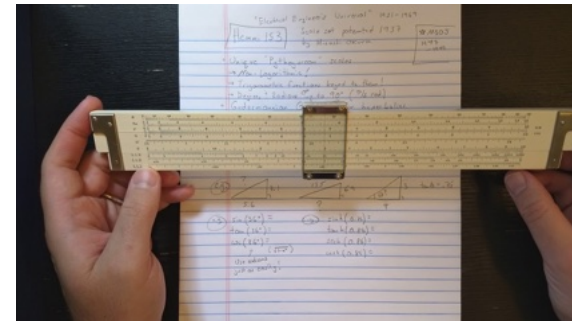
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Overcoming Barriers to Communication

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Attitude: Recognize that Communicating Well is a Skill



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Physical Barriers

Use an appropriate channel:

- Face-to-face.
- Email.
- Telephone.
- Text.
- Presentation.

(Ensure the channel is working well with no unnecessary friction.)



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Active Listening



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"You're taking too many notes!"



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Provide Nonverbal Cues

(Instant Feedback)

- Eye contact.
- Facial expression.
- Posture & gestures.
- Time.
- Territory.



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Introductions

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Communicating in Writing

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Something About Me: 01



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Something About Me: 02

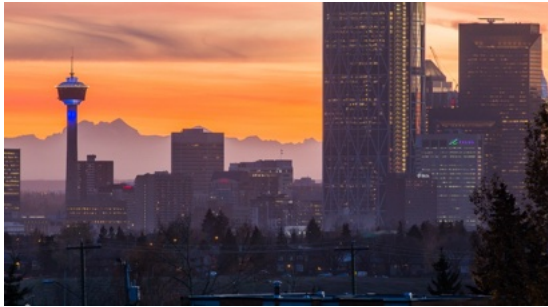


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Something About Me: 03



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Something About Me: 04



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Something About Me: 05

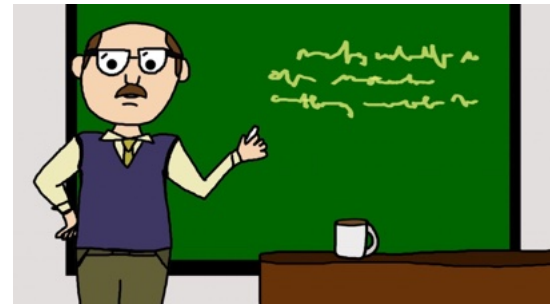


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Something About Me: 06



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