

Communicating in the Workplace

Daniel Thorpe | Day-08 | 8 August 2025

1

Intro & Review



2



Effective Meetings Review

Meeting Minutes Exercise

3

Student Presentations

Times Five



4



Break

15 Minutes

5



Student Presentations

Times Five

6

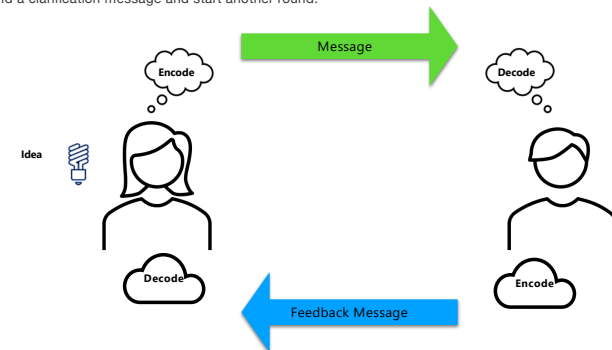
Course Review

From the Beginning

7

The Communication Process

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



8

Which Channel is Synchronous / Asynchronous?



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

What is each good for?

9

Active Listening



Practice Mirroring
See how you do...

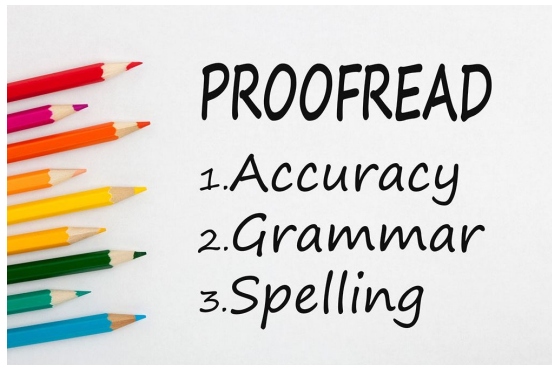
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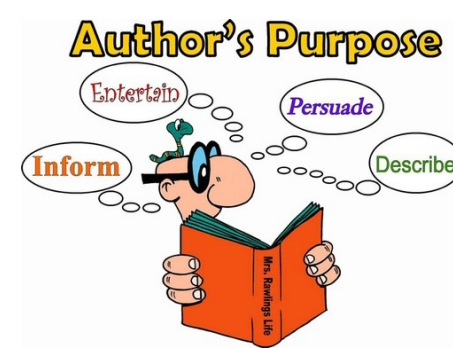
Stages of Business Writing

1. Prewriting.
Purpose; Audience
2. Writing.
3. Revising.
Who?
4. Proof Reading.
Who?



11

Principles of Business Writing



- Purposeful.
- Audience Oriented.
- Professional
("Conversational / Business Casual").
- Clear.
- Concise.

12

Rewrite the following in professional, conversational language...

Too Casual:

- Hang loose until I get back to you.

Too Negative:

- 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.

13

Rewrite the following in professional, conversational language...

Too Blunt (Not a Polite Command):

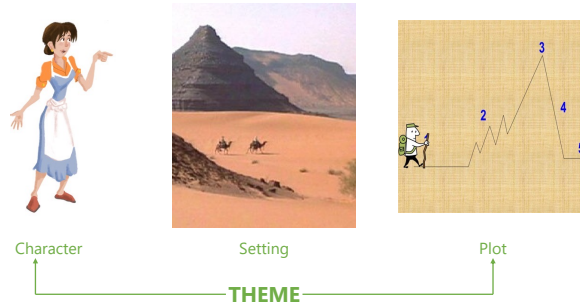
- Get that report to me by close of business Friday.
- Don't eat all the muffins!
- Don't come behind the counter.

Not Audience Oriented:

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

14

Elements of Storytelling



15

Direct vs Indirect Approach

Indirect:

- Opening buffer.
- Reasons.
- Bad news / Request.
- Pleasant closing.
- (Set a deadline or motivate action.)

Direct:

- Bad news / Request in opening.
- Reason for bad news in body.
- Pleasant closing.
- (Set a deadline or motivate action.)

16

When to Use

Use the direct approach:

- When the bad news is not damaging (e.g., small increase in cost).
- When the receiver may overlook the bad news.
- When the receiver prefers directness.
- When firmness is necessary (e.g., collection letters).
- To save time.

Use the Indirect Approach:

When the message will upset or irritate the audience.

- To show sensitivity.
- To soften the impact of the bad news.

17

What does an oral presentation let you accomplish...

That no other channel can do?

18

Organizing Your Material

Introduction.

Main body(two
to four main
points).

Conclusion.

19

Taking Control of Email

Email is a Good Thing

20



Effective Meetings

Four Steps to Effective Meetings

21



Bonus Quiz

Who is this?

22

Homework for Day-?

None!



23



24

