Slide 1

Communicating in the Workplace

Daniel Thorpe | Day-01 | 24 October 2025
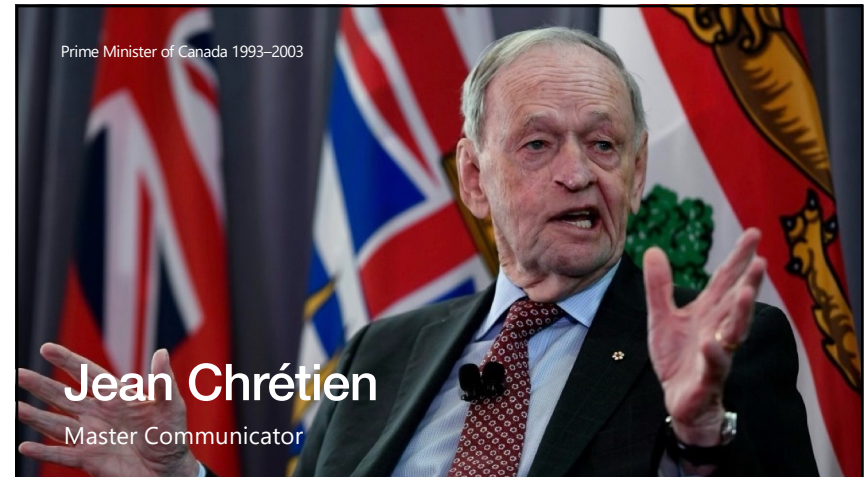
1

Slide 2

Why a Communications Course?

2

Slide 3

Mad as ...
This is a gripe @ the present photo situation. The problem now is durability. I have come to think that the Japanese are back to making junk. I have plastic broken lenses, bodies...they just don't stand up...I'm not on expeditions...not rough use at all. Dealing with the camera companies' repair facilities...is like a three-ring circus...expensive...and I have better things to do w/my time. Camera stores should have repair loaners and then handle the whole hassle...the big box stores...are a joke.   *Fred Carlson*
North Canton, OH

Sure, Fred. Have you considered decaf?

WWW.POPPHOTO.COM

3

Slide 4

Prime Minister of Canada 1993–2003

Jean Chrétien
Master Communicator

4

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.)

5

Welcome & Administration

6

Course Outline: Day One

➢ Intro: Why a Communications Course?

➢ Welcome & Administration

➢ The Communication Process

➢ Student Introductions

➢ Break

➢ Student Introductions

➢ Overcoming Barriers to Communications

➢ (Handouts available as .pdfs at: https://www.wobblythumb.ca/citw/)

7

Administration

Public Speaking and Strategic Narratives for Leaders

GRADING (Letter)

➢ 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

8

8

Student Introductions

9

The Communication Process

10

Dr Howard Hendricks

Thoughts untangle themselves over lips and through pencil tips.

11

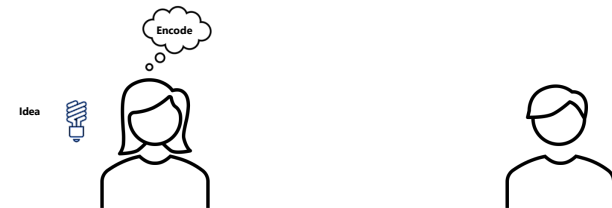**The Communication Process**

12

The Communication Process

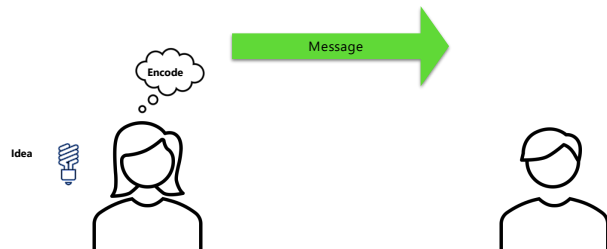1. Starts with an idea.

13

The Communication Process

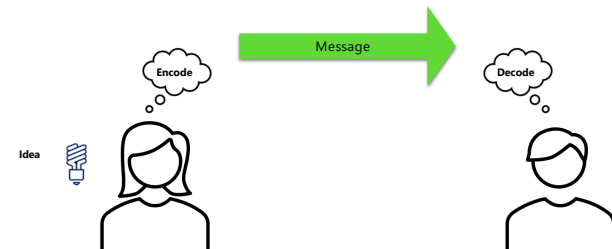2. This must be encoded into words.

14

The Communication Process

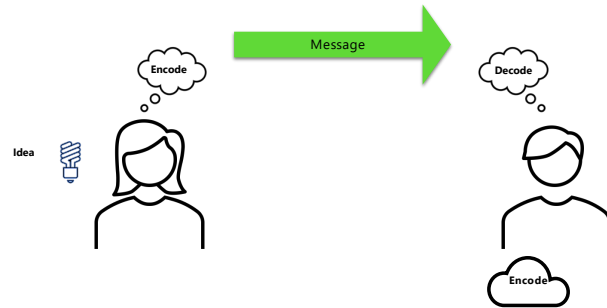3. Then sent as a message.

15

The Communication Process
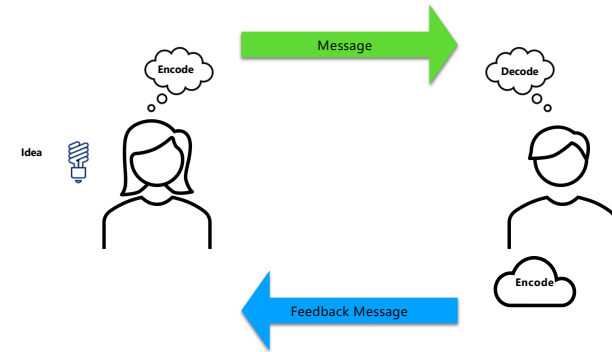
4. The receiver must decode the message.

16

The Communication Process

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

17

The Communication Process
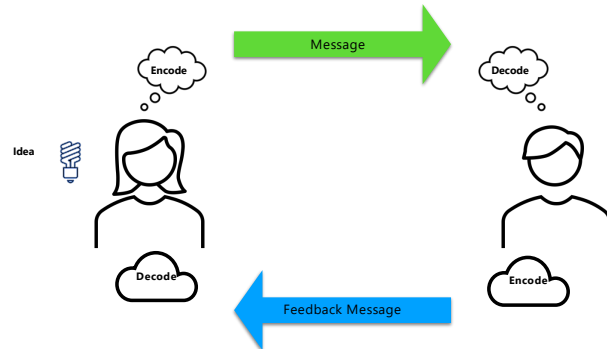
6. Which then must be sent over a channel.
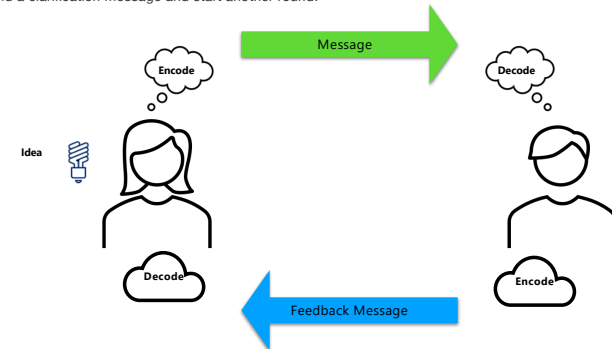

18

The Communication Process
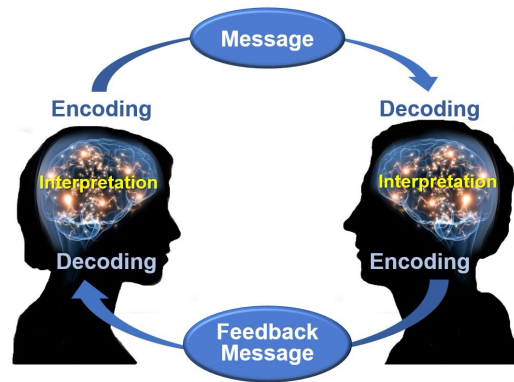
7. Which the original sender must decode.

19

The Communication Process

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

20

Communication Process

Message

Encoding → **Decoding**

Interpretation

Interpretation

Decoding

Encoding

Feedback Message

2025-11-02

21

21

Choosing a Channel

22

What is Each Channel Good For?

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

23

HE ONLY LISTENS
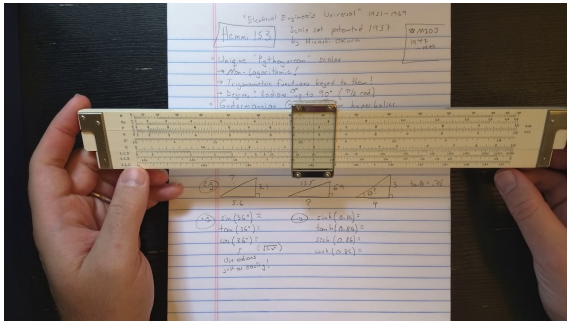WHEN HE'S TALKING

LA-LA
LA-LA-
LA-LA-
LA

Overcoming Barriers to Communication

24

Attitude: Recognize that Communicating Well is a Skill

25

Physical Barriers

Use an appropriate channel:

➢ Face-to-face.

➢ Email.

➢ Telephone.

➢ Text.

➢ Presentation.

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

26

Active Listening

27

27

"You're taking too many notes!"

28

Provide Nonverbal Cues

(Instant Feedback)

➢ Eye contact.

➢ Facial expression.

➢ Posture & gestures.

➢ Time.

➢ Territory.

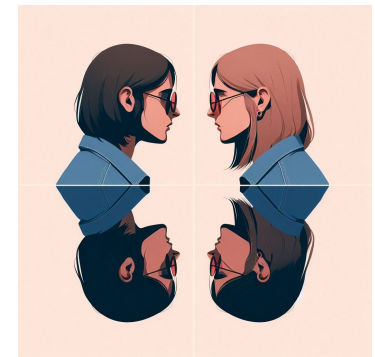29

Cultural Effects on Communication

30

30

Empathy

31

31

Mirroring

32

Student Introductions

33

Break

15 Minutes

34

My Introduction

36

Something About Me: 01

37

37

Something About Me: 02

38

38

Something About Me: 03

39

39

Something About Me: 04

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40

Something About Me: 05

41

41

Something About Me: 06

42

43

42

43