

Communicating in the Workplace

Daniel Thorpe | Day-05 | 21 Nov 2025

1

Intro & Review

2

Review Questions



3

Quiz!

4



Business Presentations

5



DEATH BY POWERPOINT

Introduction

How to Avoid Death by PowerPoint

6

How to Avoid DbP

Why present?

Weaknesses of a presentation.

What are your visual aids for?

What good are speaker notes & handouts?



7

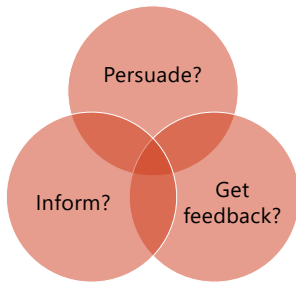


Main Body

How to Avoid Death by PowerPoint

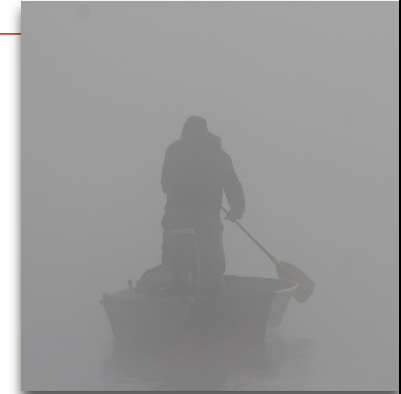
8

1. Why Present?



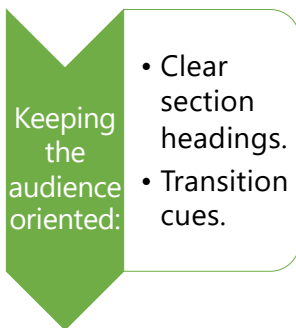
9

2. Weaknesses of a Presentation



10

3A. What Are Your Visual Aids For?



- Clear section headings.
- Transition cues.

- Level 1
- Level 1
 - Level 2
 - Level 2
 - Level 3
 - Level 3
 - Level 2
- Level 1

11

3B. What Are Your Visual Aids For?

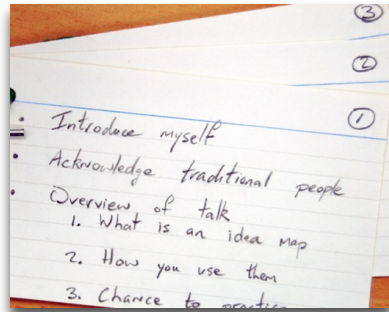
- Can include:
 - Photos.
 - Videos.
 - Diagrams.
 - Charts.
 - Whiteboard.
 - Flip Chart.



12

4. What good are speaker notes & handouts?

- Speaker notes are for you:
 - PowerPoint notes.
 - Index Cards.
 - Outline.
 - Script.
- Handouts are for the audience:
 - Give out at end?
 - Beginning?



13

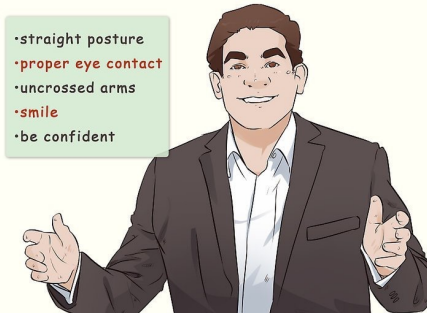
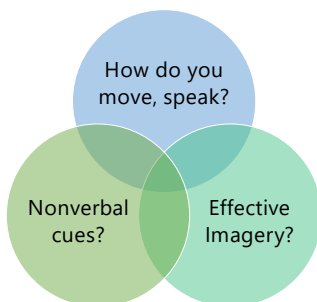


Conclusion

How to Avoid Death by PowerPoint

14

Final Tips

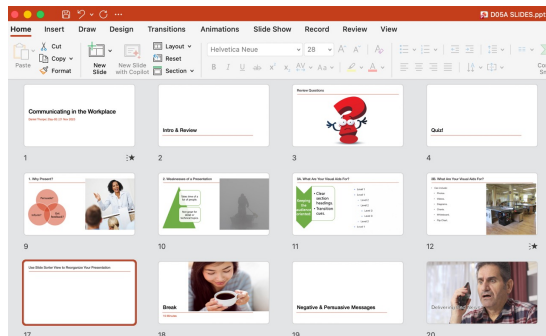


15

PowerPoint Tips

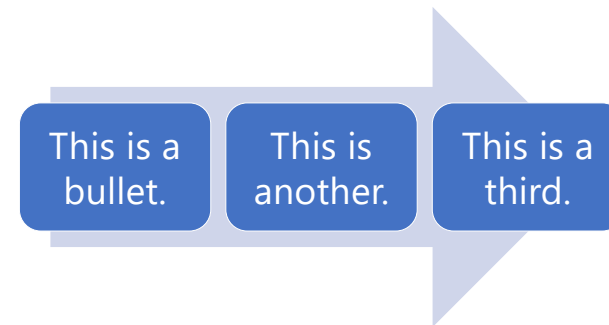
16

Use Slide Sorter View to Reorganize Your Presentation



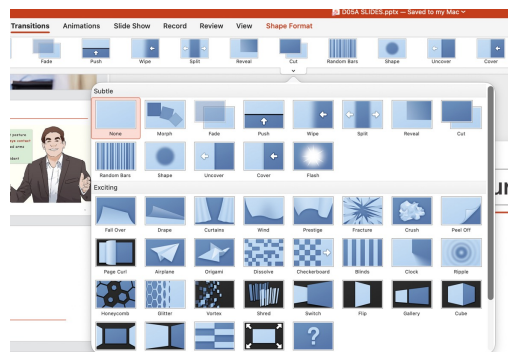
17

Bullets Vs Smart Art



18

Be Subtle & Consistent With Your Transitions



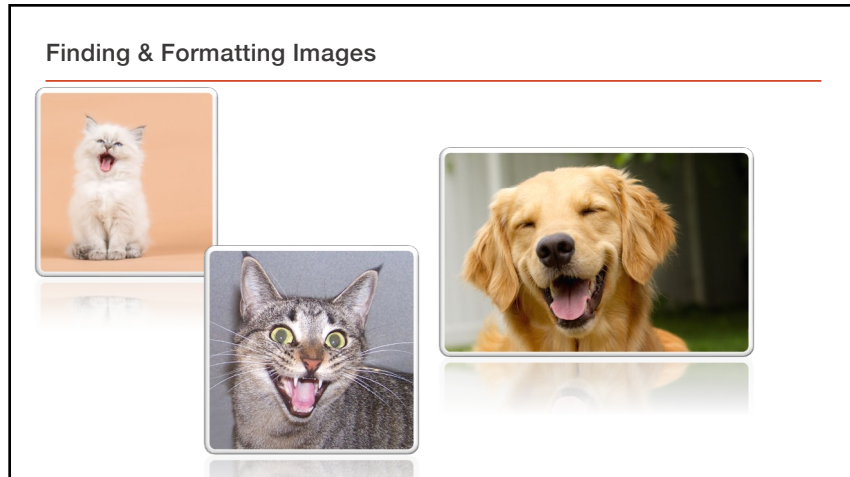
19

However, the Morph Transition is PowerPoint's Superpower

Bullets vs Smart Art

Bullet One
Bullet Two
Bullet Three

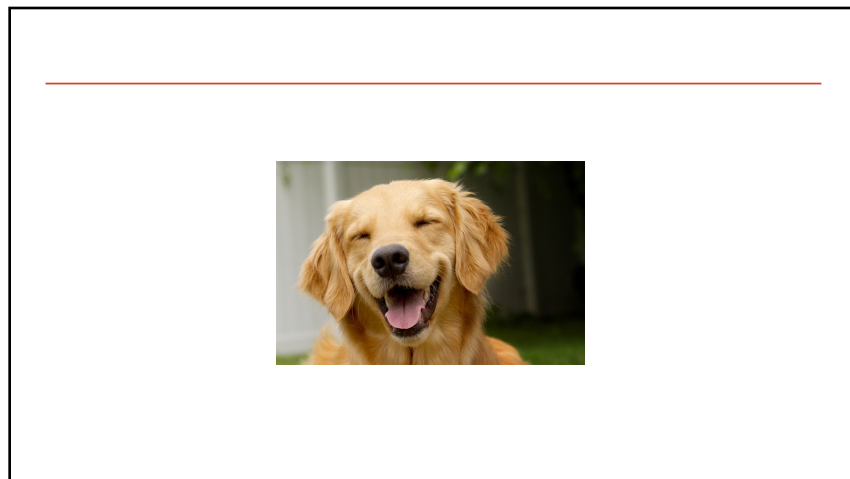
20



21



22



23



24



Break

15 Minutes

25

Negative & Persuasive Messages

26



Delivering Bad News

27

The Indirect vs Direct Approach

The direct approach:	The Indirect Approach:
• Essential message in the opening.	• Opening Buffer
• Reason(s) in the body.	• Reasons
• Pleasant closing.	• Bad News
	• Closing

28

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.

29

Example Indirect Approach-01

THE OPENING BUFFER:

- Apologize sincerely.
- Accept responsibility.
- Use good judgment.
- Convey understanding and empathy.

Examples:

- A statement of appreciation/understanding, points of agreement, an apology.
(“We are so sorry to hear your Ming vase was damaged in shipment.”)

30

Example Indirect Approach-02

REASONS:

- Explain clearly and cautiously (be specific, if possible).
- Cite plausible audience benefits.
- Explain company policy.
- Use positive words and emphasize what you can do.
- Demonstrate fairness.



31

Example Indirect Approach-03

BAD NEWS:

- Cushion the bad news.
- Position the bad news strategically in the middle of a statement or paragraph.
- Use the passive voice.
- Suggest a compromise or an alternative (a more suitable position/competition; reapplication).



32

Example Indirect Approach-04

PLEASANT CLOSING:

- Be forward looking (encourage future relations).
- Suggest follow-up (end letter with follow-through advice).
- Give a special offers, resale or sales promotion if possible.
- Include good wishes.



33

Negative Message Exercise

34

Tips for Dealing with Disappointed Customers

- Call the individual involved.
- Describe the problem and apologize.
- Explain why the problem occurred, what your company is doing to resolve it, and how the company will ensure that the problem will not happen again.
- Follow up with a message that documents the phone call and promotes goodwill.

35

Tips for Sharing Negative News with Employees

- Deliver the news in person.
- Gather all the relevant information.
- Prepare and rehearse.
- Explain: past, present, future.
- Consider taking a partner.
- Think about timing.
- Be patient with their reaction.

36

Tips for Better Communications

- Use straightforward language.
- Speak slowly and enunciate clearly.
- Encourage feedback.
- Check frequently for comprehension by asking questions.
- Observe eye movements.
- Accept blame.
- Listen without interrupting.
- Remember to smile.
- Follow up in writing.

37

Homework for Day-06 (Friday, 25 July 2025)

Review

1. Review the Day-05 handouts:
 - In preparation for a quiz next week; and
 - To note any questions you want to ask.

Formal Presentation

1. Send me the visual aids (PowerPoint or Keynote slides) for your Formal Presentation no later than Noon, Friday, 25 July 2025.
2. Be prepared to present your Formal Presentation (10 minutes total, including two minutes for questions).



38



39

THANK YOU

40