

Hello Everyone!

Today's topic is "Everyday Communication in the American Workplace."

- Do you want to be more comfortable having conversations with co-workers?
- When your phone rings at work do you know how to answer?
- Should you send your boss an email or a text?

Communicating in the workplace involves in-person conversations, telephone conversations and written communications.

There are certain social skills required for each type of communication.

Let's learn what is expected of you. . .

Activities:

1. Review verbal, telephone and written business communication etiquette
2. Discuss challenges with workplace communications



Special Announcement:



ESL with Ann Presents

American Job Interview Skills for English Language Learners

Four-Session Summer Workshop: August 2, 9, 16 & 23, 2023

Time: 9:00am – 10:00am

Delivered Online through Zoom

Click here for more information and to register

Workshop registration available June 1, 2023.

Go to eslann.com for more information and to register

(This workshop is not affiliated with SJPL)

Everyday Communication in the Workplace

- Beyond Small Talk: Having conversations with co-workers
- Business telephone etiquette
- Business written communication skills



Beyond Small Talk: Starting Conversations With Co-workers

Three techniques to participate in conversation with co-workers:

1. Start with a compliment and add a follow-up question.
2. Get the conversation flowing with “engaging questions”.
(questions that cannot be answered with just one or two words)
3. Ask for an opinion or advice.



Americans like to have friendly “work relationships” with their co-workers.

Start With a Compliment and Add a Follow-up Question

Try to start a conversation by complimenting the person and following it up with a question:

<u>Basic small talk:</u>		<u>Follow-up question:</u>
<i>I like your glasses.</i>	→	<i>Are they new?</i>
<i>That's a cool jacket.</i>	→	<i>Where did you get it?</i>
<i>Your presentation was excellent.</i>	→	<i>Did it take a long time to create?</i>

The conversation will be more fun and easier to keep it going with follow-up questions.

Engaging Questions

Engaging questions: questions that cannot be answered with one or two words

For a longer conversation:

- Ask questions that encourage conversation; that gets someone talking beyond small talk.
- Ask for more details.
- The more someone talks, the more we learn about them and get to know them.
- Engaging questions help us develop “good work relationships.”



Engaging Questions

Basic question:

How long have you worked here?



Engaging questions:

- What do you like about working here?
- Where did you work before?
- Do you have a favorite lunch place?

How was your vacation?



- When did you get back?
- Where did you go?
- What did you do?
- Would you recommend it?

You will get to learn a lot more about your co-workers with engaging questions.

Ask for Advice or an Opinion

Asking for advice:

- Where is the best place to get coffee near here?
- What is your favorite lunch place?
- I'm new to the area. Can you recommend a dentist?
- Does the boss prefer emails or texts?

Asking for an opinion:

- What are your thoughts about . . . ?
- the new dress code policy
 - opening the new office in Austin
 - Jim getting promoted to manager
 - the new organization chart



Asking someone for their advice or opinion builds comradery and trust.

Business Telephone Etiquette

- Answer by the third ring.
- Answer with a positive greeting: “hello” or “good morning/afternoon” etc.
- Give your name and or the company name.
- Speak in a clear tone using a voice that is neither too loud nor too low.



Business Telephone Etiquette

- Listen to what the caller has to say - without interruptions.
- When placing a call, always state your name before asking for the person you are calling.
- When ending a phone call, do not hang up the phone without a positive closure such as *“Thank you for calling,”* or *“Have a Good Day.”*



Business Telephone Etiquette

Special Tips!

- Don't answer the phone when eating, chewing, or drinking – it's considered very rude!
- Put on a smile on your face before placing or answering a phone call. When a person smiles it affects the sound of his or her voice, giving it a more pleasant and friendly tone.
- Try to make a call from a quiet place; no loud noises or distractions.



Written Business Communication Skills

Email and Text Messages

- Your messages should be clear, concise and businesslike.
- A text is best used for situations in which you need an immediate response or want to provide a quick important piece of information.
- An email is more appropriate than a text if you need to communicate more than a few brief sentences.



Business Email Communication

An effective business email is brief, clear and polite:

- The message is no more than half a page long and well-organized.
- Be polite and do not use slang or abusive terms.
- Use full sentences.
- Your tone should be conversational and professional.
- Avoid overly familiar language



Don't write: *"I hope you have a great day!"* Instead use: *"Thank you for your time."*

Business Email Communication

Professional or Unprofessional?

IMPROTANT!!!!

Susan Ward

IMPROTANT!!!!



Hey Sue!

Sorry to bother you but I need help with the Blrd Conference|IMMEDIATELY!

PLEAES GET BACK TO ME ASAP!

I hope you have agreat day!

Jimmy

Bird conference guest speaker cancelled  

Susan Ward

Bird conference guest speaker cancelled

Hello Sue,

Our guest speaker for the Blrd conference has had to cancel due to an emergency health issue. Since the conference is next week we will have to scramble to find a replacement. I have a few ideas. Let's get together at your earliest convenience to discuss options.

Regards,
Jim

Business Email Communication

- Make the purpose for your email extremely clear in the subject line.
(Don't worry about using a complete sentence or punctuation for the subject line.)

Subject: Requested notes on June 10 Staff meeting

Subject: Need to reschedule Friday AM meeting

Subject: Vacation time request November 10 – 25, 2023

- Always include a greeting followed by your colleague's name:

“Hello Jane”

“Hi David”

“Dear Ms. Smith”

Stick to the point, people don't like long emails.

Business Email Communication

How to End a Business Email:

- Use a professional closing

*- I look forward to receiving your reply.
- Please let me know if that time works for you.
- Thank you for your time.*

- Use a Professional Signature

Make sure your email signature includes all the necessary information, such as your name, title, contact info, etc.

*Regards,
Jim Doe, Communications Manger
West Coast Corp.
749-856-0843
www.WCP.org*

Business Email Communication

Special Tips!

- Always proofread the entire message before you hit send!
A good business email has no grammar, punctuation or typing errors.
- End on a positive note.
 - No matter what the rest of your email says, always end on a positive and courteous note.
 - This will help leave a positive impression of you and your company.



Business Text Etiquette

Texting in a work environment is not the same as texting friends.

Be professional:

- Keep it brief:
 - Make your purpose of the text clear and concise.
 - If your message is more than a couple of sentences, a phone call or email may be more appropriate.
- Chose what you say carefully:
 - If you are using a company network it is considered company domain.
 - Your message is public for the entire company.
- Don't text confidential information.
- Don't text about complicated situations.



Business Text Etiquette

- Grammar still matters
 - Proofread for grammar and spelling errors.
 - Common abbreviations are ok, but avoid slang, emojis and acronyms.
 - Forgo texting shorthand: no LOL, BRB, IDK, etc.
- Watch your tone, don't use all caps – it is perceived to be yelling.
- Include your name in the text so people know who you are.
- Only text during business hours.



Business Text Etiquette

Special tips!

- Double check recipients before you send.
- Always respond.
- A fast response time is expected.
- Not responding is considered unprofessional and rude.
- Do not text bad news.
- Don't try to be funny.

