

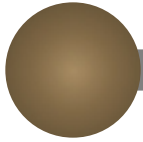
Professional Etiquette

Unit 2

Workplace Communication



Requirements & Outcomes

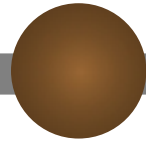


- **Time Required:**
 - This unit should take approximately 1.75 hours to complete.
- **Learning Outcomes:**
 - Upon successful completion of this unit, you will be able to:
 - Distinguish among the three main forms of communication in the workplace: verbal, nonverbal, and virtual.
 - Identify proper and improper uses of workplace communication.
 - Discuss the effects that inadequate or improper communication may have on the work environment.
 - Explain the potential repercussions of poor listening in the workplace.
 - Identify examples of the proper and improper use of technology in the workplace.
 - Evaluate how technology affects communication in the workplace.

Workplace Communication Video

- "Workplace Communication: Professional Etiquette - Professional Development 104'" by The Saylor Foundation is licensed under CC BY 3.0
- Full URL: <http://www.youtube.com/watch?v=xdlZT-Y0jCM>

Workplace Communication Introduction

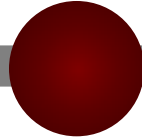


Have you ever worked for an organization where there was little to no communication about important tasks? Employees are expected to interpret information correctly and to communicate with their colleagues and superiors on a regular basis. Effective communication can foster increased motivation and a more positive work environment, yet one of the leading causes of conflict in the workplace is a lack of adequate or clear communication. Miscommunication can arise from a number of sources, including employees' poor listening skills, the misinterpretation of verbal messages or physical gestures, and other issues.

These potential pitfalls can be avoided with some extra effort on your behalf. In the second unit of this course, you will explore the three main types of workplace communication: verbal, nonverbal, and virtual. You will discover how to use these forms of communication appropriately and how to employ active listening in order to decrease the likelihood of workplace miscommunication. Finally, you will evaluate how workplace technology can affect the communication process.

Section 2.1:

Verbal Communication in the Workplace




- In this section you will learn about the following topics:
 - 2.1.1 Avoiding Slang, Being Clear, and Using Correct Punctuation, Grammar, and Spelling

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2.1.1 Reading Assignment 1:

- Reading this article should take approximately 15 minutes.
- *External Link: *Business Communication for Success, v. 1.0: [Chapter 4: Effective Business Writing – Section 4.6: Overcoming Barriers to Effective Written Communication](http://www.saylor.org/site/wp-content/uploads/2012/10/PRDV104-2.1.1.pdf)* (PDF)
- Full URL: <http://www.saylor.org/site/wp-content/uploads/2012/10/PRDV104-2.1.1.pdf>
- Instructions: Please click on the link above to access Professor McLean’s online textbook, and read the entire section titled, “Overcoming Barriers to Effective Written Communication.” You will note that the details of business communication, such as grammar, spelling, punctuation, and intended meaning, are important to consider any time you send a message.

Section 2.2 Nonverbal Communication in the Workplace



- In this section you will learn about the following topics:
 - 2.2.1 Eye Contact and Handshakes
 - 2.2.2. Facial Expressions and Body Language
 - 2.2.3 Active Listening

2.2.1 Eye Contact and Handshakes

2.2.1 Reading Assignment:

- Reading this article should take approximately 10 minutes.
- *External Link: The Sideroad: Lillian D. Bjorseth's "[Business Body Language: Handshakes, Eye Contact, Posture, and Smiles](http://www.sideroad.com/Business_Etiquette/business-body-language.html)" (HTML)
- Full URL: http://www.sideroad.com/Business_Etiquette/business-body-language.html
- Instructions: Please click on the link above and read the entire article on key elements of nonverbal communication in the workplace. Pay special attention to section 2, which deals with different types of handshakes and advises on which ones to avoid. In addition, section 3 offers useful tips on focused eye contact, including when to look, where to look, and how long to look.

2.2.2. Facial Expressions and Body Language

2.2.2 Reading Assignment:

- Reading this article should take approximately 10 minutes.
- *External Link: [Stony Brook University Career Center's "Non-Verbal Communication in the Workplace"](http://sbcareercenter.blogspot.com/2011/07/non-verbal-communication-in-workplace.html) (HTML)
- Full URL: <http://sbcareercenter.blogspot.com/2011/07/non-verbal-communication-in-workplace.html>
- Instructions: Click on the link above and read the article about nonverbal communication in the workplace. This article gives a nice overview of how your body language, facial expressions, and other nonverbal expressions affect others. Optionally, to learn more, you may click on the embedded links on this webpage and read the associated content.

2.2.3 Active Listening

Reading Assignment 4: Active Listening

- Completing this assessment should take approximately 10 minutes.
- *External Link: EffectiveMeetings.com’s [“Are You a Good Listener?”](http://www.effectivemeetings.com/productivity/communication/listener.asp) (HTML)
- Full URL:
<http://www.effectivemeetings.com/productivity/communication/listener.asp>
- Instructions: Please click on the link above and read the points to consider in determining whether you are a good listener. You do not need a separate piece of paper for this reading; simply look at each of the six suggestions to become a better listener and ask yourself if you currently follow these ideas. If not, identify any specific issues you may have with active listening so that you can focus on improving those shortcomings while maintaining the aspects of active listening that you already perform well.

2.3 Virtual Communication in the Workplace



- In this section you will learn about the following topics:
 - 2.3.1 The Use of Technology
 - 2.3.2 The Appropriate Use of Work Email
 - 2.3.3 The Use of the Office Phone

2.3.1 The Use of Technology

2.3.1 Reading Assignment:

- Reading this article should take approximately 30 minutes.
- ***External Link:** Mind Tools: Stanford University: Dr. Eric Roberts' ["Technology in the Workplace"](http://cs.stanford.edu/people/eroberts/cs201/projects/effect-on-interpersonal-skills/Work1.htm) (HTML)
- **Full URL:**
<http://cs.stanford.edu/people/eroberts/cs201/projects/effect-on-interpersonal-skills/Work1.htm>
- **Instructions:** Click on the link above to access the online presentation on technology in the workplace. This is your introduction to the use of technology in the workplace and how it has changed the way we do business. There is an arrow at the bottom of the screen; continue to click the right arrow until you have read all 4 pages of content. Pay close attention to the last section, titled "Effect on Nature of Jobs." It is important to consider how new technologies have changed your own work environment and the way you perform your job.

2.3.2 The Appropriate Use of Work Email

2.3.2 Reading Assignment:

- Reading this article should take approximately 15 minutes.
- ***External Link:** Mind Tools: [“Writing Effective Emails: Making Sure Your Messages Get Read and Acted Upon”](http://www.mindtools.com/CommSkll/EmailCommunication.htm) (HTML)
- **Full URL:**
<http://www.mindtools.com/CommSkll/EmailCommunication.htm>
- **Instructions:** Please click on the link above and read this article on proper use of workplace email. This article covers creating appropriate subject lines, making your point, specifying the response you want, being a good correspondent, and using pointers for internal email. Note the good and bad examples of email writing in each category.

2.3.3 The Use of the Office Phone

2.3.3 Reading Assignment:

- Reading this article should take approximately 15 minutes.
- ***External Link:** OfficeSkills.org's "[Telephone Etiquette](http://officeskills.org/telephone_etiquette.html)" (HTML)
- **Full URL:** http://officeskills.org/telephone_etiquette.html
- **Instructions:** Although this source is intended for a receptionist position, the insight given about how to take and make phone calls can be applied to any position. Please click on the link above and read the entire article. As you read, take note of any of the phone etiquette rules you have broken in the past and consider why it would be helpful to follow these tips from the perspective of the professional on the other end of the line.

Credits



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