# Review Activities

# Chapter 5: Communicating in the Workplace

For each chapter in Job Savvy, students have received **Workbook Activities** and margin activities with **Activities Supplements**. Students have direct access to these activities in the print and ebook workbook. As instructors, you may choose to assign the following **Review Activities** to help students review the content they have learned and practiced, and to evaluate student comprehension.

Workplace communication has been changed by technology. No doubt as new technology is developed, more changes will occur. Although technology has brought change, traditional communication skills are still needed to get the job done. Communicating with coworkers, supervisors, and clients is essential in any business.

For young workers entering the work force, knowing how to communicate effectively is necessary for their success. Helping young people write and speak with clarity is vital. Workers need to be able to listen to directions and understand nonverbal communication from other people.

Electronic communication is used in the personal lives of today’s workers. Often, young workers fail to follow the rules businesses have established regarding technological communication. Students need to understand that such a lack of discretion could result to job loss. Helping young people understand netiquette and the proper use of the Internet when on the job is vital to their success.

## Review Activity: Communication Skills Needed on the Job

Use this activity to make students aware of the importance employers place on good communication skills. Ask students to find two jobs that interest them using job search engines. Have them print the description and requirements of each job and highlight any communication skills required.

During class time, ask students to share their information using the following questions for discussion:

* What communication skills are specifically needed for this job?
* With whom would the person hired for this position need to communicate on a daily basis (coworkers, managers, customers, suppliers, sales staff)?
* How would you emphasize your communication skills if you were applying for this position (in a résumé or during an interview, for example)?

## Review Activity: Good Models to Follow

Provide an opportunity for students to observe a good communicator. This could involve showing footage of a historical figure known for their speaking ability, showing TED Talks, or inviting a speaker from your local community to come speak to the class. Students should answer the following questions:

* What effective verbal communication skills does this speaker practice?
* What effective nonverbal communication skills does this speaker practice?
* What qualities are required for effective verbal communication?
* What qualities are required for effective nonverbal communication?

### Additional Activity: So What Do You Think?

Use the following game to explore netiquette. Place three signs around the room—**Sure**, **No Way**,and **Don’t Know**. Read different actions concerning email use to the group (*see* the suggested actions, below). Invite students to stand by the sign indicating their opinion of the action.

While the students are standing at their signs, discuss the action and what netiquette rule is involved. Discuss the different opinions workers have about email and other electronic communication, as well as the problems in the workplace caused by technology and its use.

Suggested actions might include:

* Doug checks his email every four days.
* Stephen checks his email every four minutes.
* Marlee emails recipe ideas to Dana every day.
* Rick and Monica instant message each other over lunch on their office PCs.
* Bill sends pictures of his kids to everyone in the department via email.
* Mohinder constantly uses ALL CAPS in his messages.
* Jamie’s subject lines always have just one word in them. That word is “Urgent!”