# Discussion Topics

# Chapter 5: Communicating in the Workplace

The following Discussion Topics correlate with *Job Savvy*, sixth edition. Discussion Topics provide directions to help you in instructing your students during class time.

Activities Supplements are provided in the ebook to offer students guidance to complete activities found in the margins of their workbook. You may want to present these as in-class activities or as homework assignments. Review Activities are provided in separate handouts to instructors only. The questions found therein may be used in the classroom or as review activities (graded or not).

# Discussion Topics

## Good Communication Skills Open Doors (page 68)

Discuss the information in the chapter introduction (page 67) and “Good Communication Skills Open Door” (page 68). Make a list of communication skills used on the job. Discuss the influence of communication skills on:

* a worker’s self-image
* an employee’s relationship with a supervisor or employer
* a worker’s relationship with coworkers
* customer relations

## Practicing Effective Listening (page 68)

Ask students to review the “Listening Skills” activity. Discuss the statement, “Listening is the communication skill used most frequently in our daily lives.” What does this tell us about the importance of listening in the workplace? What is active listening? Discuss the eight techniques that can be used to be an active learner and how to practice each one.

## How Job Savvy Are You? (page 70)

After students have completed the case studies on page 70, discuss each case study and the answers students wrote.

## Verbal Communication Skills (page 71)

After students complete “Check Your Verbal Communication Skills,” define *business talk* and *small talk*. Why is each important in the workplace? Discuss appropriate and inappropriate conversations in the workplace. What is harassment? What is assertive communication? How is assertive communication used to solve disagreements? Discuss the nine points that can be used to start a conversation (page 72).

## How Job Savvy Are You? (page 73)

Divide the class into small groups. Allow time for students to read the case study about Devon on page 73 and complete the lists. Ask students to share their answers with their group.

## Communicating Remotely (page 73)

Discuss phone use in the workplace. What is important to remember when using the phone for business? Expand this conversation to cell phones. What precautions should be taken when using a cell phone for business?

## Nonverbal Communication Skills (page 75)

Discuss the importance of nonverbal communication in a conversation. Talk about cultural differences in interpreting nonverbal communication. What is proxemics? How does in differ in various cultures? What is paralanguage?

## Written Communication in the Workplace (page 76)

Questions to discuss:

* Why is written communication used in business?
* What are some rules needed when writing? Define spell-check.

## Communicating Electronically in the Workplace (page 77)

When discussing this topic, you may use the following activities and questions to engage students: Define *ecommunicaton*. Name different types of electronic communication. How can the Internet be used wisely? Define *social media*. Discuss precautions that should be use regarding social media. What is *FTP*?

## Email in the Workplace (page 78)

Note: Your group may or may not need the email basics presented in *Job Savvy*. Use this information for discussion, if needed. Other discussion may include how to organize email. Talk about distractions and how to avoid being distracted by ecommunication and technology (page 79). Discuss the points under Netiquette (page 80).

## Practice Netiquette

Have students read “Practice Netiquette” on page 92 and work through the case studies under “How Job Savvy Are You?” Discuss each case study and the best way to handle each situation.

## Summary Discussion Topic

Discuss this question with the class. What is a communication skill you want to improve? What will you do to improve this communication skill?

# Additional Resources

### Videos

Use the provided Video presentations to share helpful, chapter-specific visuals and information with your students.

### Additional Resource

In the Additional Resources document you will find links to important sources of information related to each chapter of *Job Savvy*. You can find more information about job search and success at <https://JIST.com>.