



Tool #1 - Part B

Successful Workplace Communication

Part B Includes:

***Top 7 Key Points
2 Week Progress Report
Final Progress Report***

(Part B is a Review and Follow Up from Part A)

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Employee Success Toolkit
Tool #1 - Part B
Successful Workplace Communication

In part A you learned many ways to communicate more successfully at work. Part B will help you review and record your progress.

Top 7 Keys to Successful Workplace Communication

Improving your communication skills will enable you to establish better working relationships. Poor workplace communication skills will have negative effects on your business relationships and may result in decreased productivity. These 7 keys will help you unlock the door to successful communication not only at work, but also in all your relationships.

1. Personal contact is important. People relate to one another better when they can meet in person and read each other's body language, so they can feel the energy the connection creates. If personal contact is not possible, the next best way to connect is by talking on the telephone.

2. Develop a network. No one achieves success alone. Make an effort to become friends with people in different departments within your company, meet new people in your community, and look for experiences or interests you have in common.

3. Always be courteous in your communications with others. Courtesy lets people know that you care.

The words "*Thank You*" show that you appreciate a person's efforts. Try saying, "*would you please...*" instead of just, "*Please...*" You will sound less dogmatic.

4. Be consistent and clear in your workplace communications. Consistency builds trust. Asking, "*Did I explain this clearly?*" will assure that people understood what you said.

5. Compromise decreases the tension associated with conflict. Ask, "*What is best for the company?*" so that co-workers will not take the conflict personally.

6. You cannot hold a person's interest if you have nothing interesting to say. Here are three ways you can learn to be an interesting communicator.

- Read your hometown paper daily,
- Read industry literature so you can know what is going on in your industry.
- Rehearse telling a few short personal stories about your interesting experiences.

7. Listen to what others are saying and show interest in the conversation. Listening demonstrates respect and admiration. Make your conversation like a game of tennis and keep the ball going back and forth.

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Tool #1 - Two Week Progress Report
Successful Workplace Communication

Name _____ Date _____

Look at the goals that you set in part A of this lesson.

What have you done so far to reach your 3 main communication goals

1. _____

2. _____

3. _____

What will you do in the next 2 weeks toward reaching your goals?

1. _____

2. _____

3. _____

Make a copy of this to give to your supervisor, and keep one for yourself.

Post your goals in your workplace where you can easily see them.

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Tool #1 - Final Progress Report
Successful Workplace Communication

Name _____ Date _____

What progress have you made towards achieving your 3 main communication goals in the last two weeks?

1. _____

2. _____

3. _____

How have your improved communication skills made a difference at work?

1. _____

2. _____

3. _____

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Additional Resources

All are available on The Confidence Center Web at
www.ConfidenceCenter.com

Free Resources

Email Newsletter:

Employee Morale and Confidence Tips

It has creative ideas you can use every week to keep up morale.

Sign up for Free at www.ConfidenceCenter.com

Assessments:

Are you happy at work? Take the [Employee Morale Assessment](#)

How confident are you? Take the [Confidence Quiz](#)

Articles and Past Newsletters

Calendar of Special Days:

Special days you can celebrate for every month of the year.

Fun Zone:

Jokes, cartoons, and more - when you just need a break.

Coaching:

Telephone coaching by our certified professional coach. To get one *free* coaching session.

Details at <http://www.confidencecenter.com/serv06.htm>

Low Cost Resources

Products:

Books, eBooks, videos, and other products to make you more successful at work.

Seminars:

We offer in-house seminars, customized for your company or organization.

Tele-seminars:

Telephone seminars on employee morale and employee performance. These will be announced in our newsletter and on our web.