



## ***Tool #1 - Part A***

### ***Successful Workplace Communication***

#### ***Part A Includes:***

***Lesson***

***Quiz***

***Goal Setting***

(Each tool is presented in a 2 part lesson format.  
Part B will follow in two weeks)

Customer Support: [Harriet@ConfidenceCenter.com](mailto:Harriet@ConfidenceCenter.com)  
[www.ConfidenceCenter.com](http://www.ConfidenceCenter.com)

***Employee Success Toolkit***  
***Tool #1 - Part A***  
***Successful Workplace Communication***

---

***Successful Workplace Communication***

Your success at work depends upon how well you communicate!

In the course of a typical workday, you may find yourself communicating with clients, co-workers, volunteers and many others.

Poor communication can result in errors, misunderstandings and reduce productivity in the workplace. Different situations require different communication skills. These are some skills that can help you.

**Personal Contact**

Do you ever wonder why corporations send people around the country when they can communicate by e-mail, telephone, and teleconference? You simply relate better when you meet someone, eyeball to eyeball, where you can read each other's body language and feel the energy that the connection creates.

The next best way to connect is by telephone because you can learn a lot from hearing a person's tone of voice.

**Networks**

Nobody achieves success alone. You need to reach out to others and develop a network of people and resources. Make an effort to become friends with the people in different departments within your company by introducing yourself and inviting a different co-worker to lunch each week.

Meet new people in your community by joining associations, getting involved in community projects, and attending social gatherings.

Get to know the people you work with by looking for personal experiences or interests you have in common.

These are some things you can ask to get the ball rolling.

*"What do you enjoy doing in your spare time?"*

*"What was the best vacation you ever had?"*

*"Do you have any pets?"*

*"Tell me about your family."*

You will soon begin to see your co-workers as real people, not just computer programmers, marketing people, or administrative assistants. This personal connection will make it easier

# *Employee Success Toolkit*

## *Tool #1 - Part A*

### *Successful Workplace Communication*

---

to handle difficult situations at work.

#### **Magic Words**

It's no surprise that being courteous lets people know that you care. You can instantly improve your relationships with the following magic words:

*"Thank you"* is one of the easiest ways to improve your office relationships because the number one thing everyone appreciates is appreciation.

*"Would you please...?"* Do you find it difficult to get what you want? *"Would you please...?"* comes across as less dogmatic than just saying, *"Please..."*, so you are more likely to get cooperation.

*"You might be right,"* When you are criticized, the following sentence is like a lifesaver in a stormy sea. Replying with, "You might be right," will have a calming effect and diffuse any potential argument.

#### **Be Consistent in Your Message**

Consistency builds trust and is created when you match your words with your tone of voice and your body language. For example, when you say, "That's a great idea" with a smile and excitement in your voice, you appear as if you really mean it because you are consistent in your message.

However, if you say, *"That's a great idea"* with sarcasm and a frown, your tone of voice and your facial expression don't match the words. Your message is mixed and may come across as critical and sarcastic. It would be better to honestly say, "I see some problems in using your idea."

#### **Be Clear**

Don't assume that people understood what you said. It is your responsibility to confirm what you said. Ask them, "Did I explain this clearly?"

#### **Be Willing to Compromise**

While nobody likes the tension of conflict, the good news is that conflict opens the door to exploring other options and new ideas. Although not everyone may agree on a solution, if you ask, *"What is best for the company?"* it will keep people from taking the conflict personally. This will allow everyone to compromise without creating ill will.

#### **Be Confident**

The truth is that people will believe in you to the extent that you believe in yourself. When

# *Employee Success Toolkit*

## *Tool #1 - Part A*

### *Successful Workplace Communication*

---

you believe in what you have to say, your inner confidence will shine, and you will have the courage to communicate about the difficult situations at work.

#### **Be Interesting**

Whether you are talking to one person or giving a speech to many, it helps to be interesting. “Read your hometown paper daily as well as a national paper. Know what is going on in your industry and clients’ industries,” says Susan RoAne, author of *“What Do I Say Next?”*

Give your opinions by starting with, *“I think,” “It seems to me that...”* or *“My opinion is...”* so that you don’t sound dogmatic.

In addition, you can prepare several short personal stories about your own interesting experiences. Include them in your conversations so that people can get to know you better.

#### **Be Interested**

Listen, listen, listen. Most people want someone to listen to them and make them feel important. Listening to someone demonstrates respect and admiration.

Show your interest by responding to what is being said with *“Tell me more about...” “How did you accomplish...?” “What was most exciting about...?”*

#### **Use the Journalist’s Tools**

*“Who” “What” “When” “Where”* and *“How”* will keep the conversation flowing. Add your own experience if you have had a related one. Make your conversation like a game of tennis, and keep the ball going back and forth.

#### **Smile**

A smile is the universal body language of acceptance. Since people don’t like to feel rejected, a genuine smile will make people feel at ease. Add some enthusiasm and you will create a spark of positive energy that will be hard to resist.

#### **Communication as an Art**

Communication is an art, not a science. There are no hard and fast rules - only guidelines. In fact, communication is like a dance. Your mission is to be able to dance with many people to different types of music. Your challenge is to keep the conversational dance flowing. If you follow these guidelines, you will soon be dancing your way up the ladder of success.

--

*Expert quoted:*

Susan RoAne, professional speaker and author of *“What Do I Say Next? Talking Your Way to Business and Social Success”* available at <http://www.susanroane.com>

***Employee Success Toolkit***  
***Tool #1 - Part A***  
***Successful Workplace Communication***

---

***Tool #1 - Quiz***  
***Successful Workplace Communication***

Complete the quiz, and give the answers to your supervisor.

Name \_\_\_\_\_ Date \_\_\_\_\_

1. Why is personal contact important in the workplace?

---

---

---

---

2. How can you reach out to others at your workplace and develop a network of people and resources?

---

---

---

---

3. Why is consistency important in communication?

---

---

---

---

4. Why is it important to act self-confident when you are communicating?

---

---

---

---

5. Name 3 ways in which you can learn to -Be Interesting- in your communications.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

***Employee Success Toolkit***  
***Tool #1 - Part A***  
***Successful Workplace Communication***

---

***Tool #1 - Your Goals for  
Successful Workplace Communication***

Name \_\_\_\_\_ Date \_\_\_\_\_

What are your 3 main goals for this month for improving your workplace communication?  
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.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

In two weeks you will receive Part B of this lesson. It will contain:

- The 7 key points from this lesson to refresh your memory, and
- A place for you to record your progress toward your goals.

*Employee Success Toolkit*  
*Tool #1 - Part A*  
*Successful Workplace Communication*

---

*Additional Resources*

*All are available on The Confidence Center Web at*  
[www.ConfidenceCenter.com](http://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](http://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.