Active Volunteering

Task Booklet

Workplace Communications Module

## Instruction

These tasks are to be completed in one of two ways:

**Method One**

Using a word processing software (e.g. Microsoft Word) and creating a digital booklet with your responses to each tsk. Ensure you use correct spelling, punctuation and grammar.

Always check that you have saved your work before editing. It is a good idea to save as a different version each time you complete a task as this way you are unlikely to lose work already completed.

To save as a different version simply add a version number at the end of the file’s name, i.e. Numeracy Booklet 1-0, next time it would be Numeracy Booklet 1-1.

*or*

**Method Two**

Print out the Task Booklet, complete it in your handwriting ensuring your writing is neat and legible. When all tasks are completed, scan the whole booklet into a PDF file.

Regardless of which method you choose, when you have completed all tasks, you need to email the booklet to your trainer/assessor.

## Task 1

## Write down at least three types of verbal communication people use in the workplace.



## Task 2

For this task you will need to work with another person – you could ask someone at home, a mate or a person helping you in this course. For each task there will be two statements – you must decide who will be speaking in each activity.

**Activity 1**

Example A has some words are underlined. Put emphasis on the underlined words when you speak them. Think about the emotions someone would feel when they are saying this. Try to convey the emotions when you say the words.

When you get to Example B, try to keep your voice flat and monotonous.

|  |  |
| --- | --- |
| **Example A** | **Example B** |
| I am so angry with you. I want you to go away now, I can’t even look at you! | I am so angry with you. I want you to go away now, I can’t even look at you. |
| Why don’t you just go away right now! You have messed everything up! | Why don’t you just go away right now. You have messed everything up. |

Listening to the voice, what do you think was the difference in the message between Example A and Example B?

How did the use of exclamation marks affect how you said the message?

## Task 3

Six different workplace interactions are listed in the table below. For each one, write down the people (i.e. audience) you would encounter and the reason for the interaction.

|  |  |  |
| --- | --- | --- |
| **Interaction** | **Audience** | **Purpose of interaction** |
| Meeting to discuss your team’s progress on their project |  |  |
| Your annual performance review/appraisal |  |  |
| Attending a job interview |  |  |
| Networking event related to your industry |  |  |
| Ordering stationery by phone |  |  |
| Dealing with a customer complaint |  |  |

## Task 4

Over the course of a week note down new words you have learned and added to your vocabulary.

Write what the word means in the table below. Use a thesaurus to find out other words with similar meanings.

Try to have at least five by the end of the week.

Note: do not add slang terms – these are not suitable for a workplace environment.

|  |
| --- |
| Word: |
| Meaning:  Similar words: |

|  |
| --- |
| Word: |
| Meaning:  Similar words: |

|  |
| --- |
| Word: |
| Meaning:  Similar words: |

|  |
| --- |
| Word: |
| Meaning:  Similar words: |

|  |
| --- |
| Word: |
| Meaning:  Similar words: |

## Task 5

For each communication type below, write down a suitable form of communication medium. Think about equipment you might use in some of these situations.

|  |  |
| --- | --- |
| **Communication** | **Medium** |
| A meeting with your supervisor in the workplace |  |
| A presentation to a small group of people in which you have lots of images to show |  |
| Getting an appointment at the doctor |  |
| Talking to your supervisor while they are overseas on a business trip |  |
| Networking with people in your industry |  |
| Keeping friends who live overseas up to date with your photos |  |
| Giving customers information about products and services |  |

## Task 6

Pick a situation in which you can discreetly observe two people in conversation. The interactions should occur in a workplace environment. Situations might include:

* when you are out at a shopping centre, such as customers and salespeople
* during this course, such as a trainer talking to a student or a co-worker
* someone being served in a restaurant or cafe
* people in a bank or other service workplace or environment.

The idea of this task is to watch how they communicate with each other **non-verbally**. Do not sit too close to the people you are observing – you do not want to be influenced by what they are saying. You could even sit outside and watch discreetly through a window.

Take some notes during your observation about how you think each person might be feeling and what the conversation could be about.

Remember to observe:

Their hands – what types of gestures are they making, where are they pointing; do they hold them out or touch their own face?

Their arms – do they fold them; do they wave them around?

Their eyes – do they make eye contact, do they look away, do they look down?

Their facial expressions – do they frown, smile, laugh, purse their lips?

Write your notes here.

## Task 7

In the table below are three things that someone may use an excuse for discrimination on another person. Write an example of how they may discriminate against this person according to this characteristic.

|  |  |
| --- | --- |
| **Grounds** | **Way in which someone may discriminate a person on this basis** |
| Race |  |
| Gender |  |
| Sexual orientation |  |

## Task 8

Do you think the behaviour listed below is appropriate? Mark whether you indicate if this is acceptable or not and explain your reason for thinking this.

|  |  |  |
| --- | --- | --- |
| **Is this action appropriate?** | **YES** | **NO** |
| Telling jokes about people from other cultures or countries. |  |  |
| Why or why not? | | |
| Belittling somebody about the political party they support. |  |  |
| Why or why not? | | |
| Copying somebody who limps. |  |  |
| Why or why not? | | |
| Making comments about a person’s sex or sexual activity |  |  |
| Why or why not? | | |

## Task 9

Write down three types of Australian slang that might not be understood by someone from a different culture.



## Task 10

Research the Internet and find out why these gestures may be considered offensive in other cultures.

|  |  |
| --- | --- |
| **Using the left hand** |  |
| **Pointing at someone** |  |
| **Thumbs up** |  |
| **Wiggling a finger at someone to get them to approach** |  |

## Task 11

Write down three barriers that may make communication in the workplace with co-workers or customers difficult.



## Task 12

Tick the correct column to show you know what to do when you come across language barriers with other people in the workplace, whether customers or co-workers.

| **I should…** | **Yes** | **No** |
| --- | --- | --- |
| Raise my voice so the person can understand me better |  |  |
| Draw pictures or diagrams to help them understand what I am trying to communicate |  |  |
| Just let them figure it out, they will get it eventually |  |  |
| Double check that the person understands what I am saying by saying things in a different way |  |  |
| Ask for help from someone else in the workplace if I am having difficulty getting my message across |  |  |
| Use slang and jargon because it makes my job easier |  |  |
| Use my hands and use gestures when I speak to point out or make things clearer |  |  |
| Make an effort to learn some basic words in the language of someone I work with |  |  |
| Respect the person and demonstrate sensitivity |  |  |
| Not bother about body language – it doesn’t mean anything |  |  |
| Rush through the conversation just because I find it difficult and awkward |  |  |

## Task 13

Tick the correct column to show you know how to maintain positive, confident and trusting relationships with people at work.

| **Good relationship building?** | **Yes** | **No** |
| --- | --- | --- |
| I should disagree and argue with someone in front of everyone else |  |  |
| I should let other people take the blame when I don’t pull my weight |  |  |
| I should make sure others in the workplace aren’t bullied |  |  |
| I should share information with my co-workers |  |  |
| I should tell my supervisor when I think others might not be doing their work properly |  |  |
| I should support my co-workers if they have problems |  |  |
| I should avoid giving feedback because I feel uncomfortable doing it |  |  |
| I should do my own work and not worry about anyone else |  |  |
| I should listen to other people’s knowledge and take on board their opinions |  |  |
| I make sure I stick to my word |  |  |
| I role model positive behaviour |  |  |

## Task 14

Use the Internet and find two company style guides. Try to find style guides from two different types of workplaces. Save a digital copy of these guides and submit them with the digital copy of this completed task booklet.

Hint: many universities have style guides published online, as do well known companies such as Apple, Skype and Twitter. You can google words such as ‘style guide’, ‘corporate style guide’, ‘branding guide’ or ‘branding identity’.

## Task 15

Write down two types of routine problems you think might happen in the workplace. For each problem, write down the cause and what you could do to respond to the problem.

|  |  |
| --- | --- |
| **Workplace problem 1** | |
| **Cause** |  |
| **How to respond to the problem** |  |

|  |  |
| --- | --- |
| **Workplace problem 2** | |
| **Cause** |  |
| **How to respond to the problem** |  |

## Task 16

Imagine you come across a problem in the workplace and you have some ideas about how to make things better. Who could you get some feedback from about your ideas?

Why is it important to review strategies for improvement with others in the workplace? Write down two reasons.