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## Communication 1

How to Communicate Successfully

**MODULE**

**Step 1** **Get started**

- A** Refresh your memory! Watch the *What You'll Learn* video.
- B** Look at the photos. People at work communicate differently. How do you communicate most often at work or in school? How do you prefer to communicate? Why?
- C** Check your understanding. Go to page 54.

DISCUSSION STRATEGIES

Go to page 68.





The What You'll Learn video (Step 2 of the online course) can be played to remind students of what they studied in the online module.

The module opener photo prompts a discussion related to the content of the module to prepare students for the topic and upcoming activities in the coursebook.

Students quickly check their understanding of the concepts they studied online by doing the Check your understanding page in the back of the book.

The Discussion strategies in the back of the book help students participate in discussions actively and appropriately. We suggest students choose and focus on one kind of strategy in each class meeting.

Students share the story they prepared either in writing or as a recording in Step 8.0 of the online module; this story relates the module theme back to something that they experienced in their lives. Students can refer to their notes.

This collaborative activity allows students to apply the concepts they have learned online to new scenarios or situations.

**1 COMMUNICATION 1**

**Step 2 Tell your story**

**A THINK** In your online course, you thought about a communication experience you had that went well or did not go well. Listen to the example.

**B PAIRS** Discuss your story.


**C SHARE** Tell your story to the class.

**Step 3 Activate your knowledge**

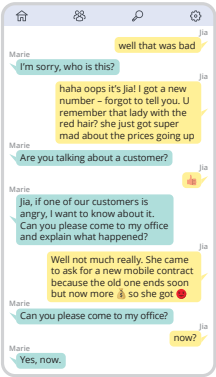
**A PAIRS** Read the two scenarios that show different communication breakdowns. Discuss the questions for each scenario.

1 Sam works as a web **designer** for a home goods company. The laptop he uses for work is getting old and slow, so Sam would like his employer to give him a new one. A new laptop will help him do his work more quickly. It will also allow him to get better **software**, which will make his designs better. He wants to talk to his boss, Kara, about this.

2 Jia is a customer care **specialist** at a phone store. She had the following text exchange with her manager, Marie. Marie was not happy.



**Sam:** Hey, Kara.  
**Kara:** Hi, Sam. What's up?  
**Sam:** Well, I'm working on the new designs. They're a lot bigger now because we've added videos and some new menus.  
**Kara:** Yes?  
**Sam:** Yeah, well, it's taking me a long time. My computer is kind of slow.  
**Kara:** Oh, I see. Well, we have time. You don't need to finish the design for another couple of weeks.  
**Sam:** OK.



**Marie:** well that was bad  
**Jia:** I'm sorry, who is this?  
**Jia:** haha oops it's jia! I got a new number - forgot to tell you. U remember that lady with the red hair? she just got super mad about the prices going up  
**Marie:** Are you talking about a customer?  
**Jia:** jia, if one of our customer's is angry, I want to know about it. Can you please come to my office and explain what happened?  
**Jia:** Well not much really. She came to ask for a new mobile contract because the old one ends soon but now more \$, so she got  
**Marie:** Can you please come to my office now?  
**Jia:** Yes, now.

1 What is Sam's message? Did he make it clear?  
 2 Did Sam choose the best medium to deliver his message?  
 3 How is Sam's delivery?

1 What is Jia's message? Did she make it clear?  
 2 Did Jia choose the best medium to deliver her message?  
 3 How is Jia's delivery?

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**1 HOW TO COMMUNICATE SUCCESSFULLY**

**B PAIRS** Together, think about the advice you could give Sam and Jia to make their communication successful. Take notes.

**C SHARE** Discuss the mistakes you think Sam and Jia made and present to the class your ideas for improving their communication. Take notes while others are presenting. Can you add anything to your list?

**Step 4 Take away**

**A THINK** Think about your communication in the last few days at work or in school. Take notes about one spoken or written example in the chart below.

Communication situation	Meeting at work	
Was my message clear and simple?	Yes—I took notes before the meeting	
Who was my audience?	Company employees in a different city	
What was the medium?	Video conference	
How was my delivery?	OK—I had to repeat a couple of things	
Was this communication successful?	Yes—I think everyone understood me and there were no problems	
What should I do differently next time?	Tell people when they can ask questions	

**B PAIRS** Compare your charts. Talk about why the communication examples were successful or not successful.

**C SHARE** As a class, discuss which kinds of communication problems are the most common.

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Students work together to complete a chart, grid, or other tool that reviews the important concepts in the module that they can then “take away” and apply to their professional lives.

Students share the insights and knowledge they have gained from the project they completed in writing or as a recording in Step 10 of the online module. Students can refer to their notes.

This fluency activity is intended to spark a lively and free-flowing conversation that goes beyond what is in the course. It should be engaging and fun.

Students share what they prepared either in writing or as a recording in Step 8.1 of the online module. This is their reflection on how they will use what they learned in the course to improve their employability skills. Students can refer to their notes.

**1 COMMUNICATION 1**

**Step 5 Project**  
**PAIRS** In your online course, you took notes about people's communication skills on TV. Using your notes, discuss what you found. Read the example.  
*I watched an interview of two scientists who study oceans. I'd say the style was polite but not too formal. The scientists shared a lot of information which they explained in a simple way so the audience could understand it. From this I learned that it's important to think about your message and present it clearly.*

**Step 6 Talk!**  
**PAIRS** There are many different kinds of communication problems in the workplace. Read the information and then discuss the questions.

57% of employees say the instructions they get at work are not clear.

65% of employees prefer face-to-face meetings when sharing information, but only 22% have regular meetings at work.

61% of employees do not read their work emails.

86% of managers and employees say that communication breakdowns and poor collaboration negatively affect their work.

75% of employees prefer watching a video to getting the same message as a text.

- Do any of these facts surprise you? Why or why not?
- Have you had any of these experiences?
- What other problems can cause communication breakdowns?

**Step 7 Going forward**  
**A PAIRS** In your online course, you reflected on how you could improve your communication skills. Discuss. Listen to the example.  
**B SHARE** Present your ideas to the class.

**VOCABULARY PRACTICE**  
 Go to page 72.

**Can-do statement:** I can identify successful communication skills.

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This is a reminder to students that they can go to the back of the book for extra practice of the vocabulary they learned in Step 4.0 of the online module.

The "Can-do" statement lets students assess their knowledge of the specific employability skill.