

Using Media for Communication By the end of this session, the student will be able to discuss: - Communication in paper-based and electronic formats - Personal communication in the work setting Listening skills

- Diversity

Component 16/ Unit 4-4c

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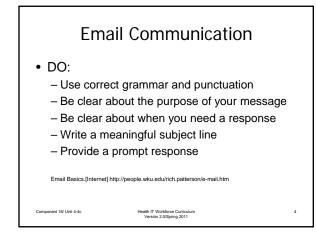
Paper-based Media

- · Be sure to know your audience
- Each paragraph should address a single topic
- · Use bullets to help provide detail
- Spell, format, and punctuate correctly
- Be concise and clear

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• Remember, letters can become documental evidence

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Email Communication

• DON'T:

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- Use company email for personal use
- Include graphics
- Send emotionally-charged email
- Use backgrounds that obscure your text
- Use abbreviations or symbols like smileyfaces

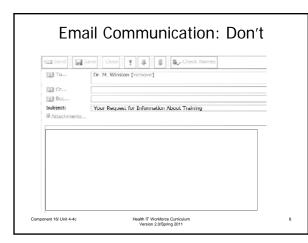
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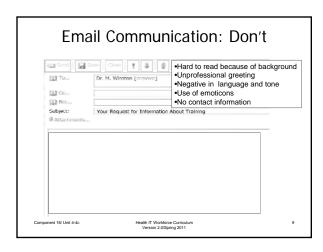


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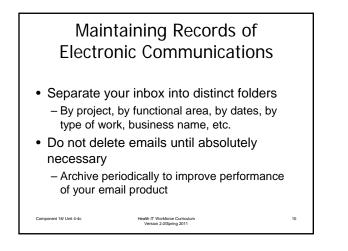


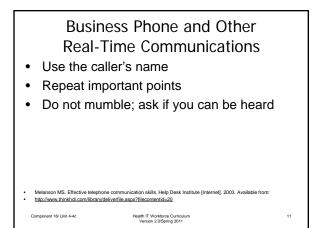












Business Phone and Other Real-Time Communications

- Use the caller's name
- Repeat important points
- Do not mumble; ask if you can be heard
- Do not use negative language
- Do not chew gum or eat while on a phone conversation
- Do not argue
- Listen

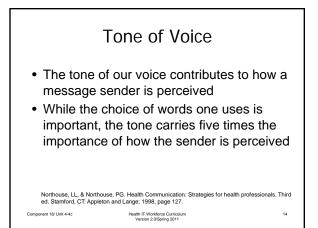
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Personal Phone and other Real-time Communications

Tips:

- a. When in the work setting, minimize or eliminate personal cell phone calls
- b. Minimize or eliminate text messages
- c. Turn off the ring function and use vibrate or a silent option for your personal devices
- d. Do not have an offensive ringtone
- e. When permitted, save interactions with personal friends, loved ones, etc. for a defined break period or lunch

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Listening Skills

 An important component of communication is listening

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- Silence in the form of listening will improve your effectiveness as a communicator
- There are a number of components associated with being an effective listener

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