

Script: Effective Workplace Communication

By Sarah Josephson

1.1 Welcome –

Narrator:

Welcome to Effective Workplace Communication training for new employees.

We are committed to creating a positive work environment and believe communication plays a large part. During this training you will learn strategies for effective communication.

Click the navigation button to learn how to navigate through the course or click start if you're ready to jump in.

1.2 Navigation –

Narrator:

Please take a moment to review the course player so you feel comfortable navigating the course.

- To see your progress, check the menu to the left.
- To pause, push the pause/play button on the bottom left.
- To review a portion of the slide, click the seek bar at any time or click the replay button to see the entire slide again.
- To adjust the volume, click the volume icon.
- To go backward and forward a slide, click previous and next.
- Click the next button now to begin the course.

1.3 Workplace Scenario –

Lisa:

Wow, look at this new project coming down the pipeline!

Oh, this is a short timeline.

...Okay, I understand some of what I need to do, but not all of it.

I wonder what I should do next...

Narrator:

Rachel is in a tough spot. She just received an email with only part of the information needed for a new project that must be finished quickly. How should she proceed? Let's take a closer look.

1.4 Workplace Scenario

Narrator:

How do you think Lisa should handle this situation. There are two choices. Click the best option below.

1.4a

Narrator:

Yes! You chose for Lisa to get the clarification needed before the start of the project. She just learned from her client that the work she completed is on track except for minor revisions. Lisa's client is happy and so is she. Well done!

1.4b

Narrator:

Try Again! You chose for Lisa to skip clarification. Now Lisa is 6 weeks into the project and just learned she must redo it because she didn't have all the information needed up front. Lisa is frustrated and so is her client!

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1.5 Learning Objectives

Narrator:

A lot of people won't communicate to get the clarification they need. This training is in place to give you strategies for effective workplace communication to prevent sticky situations like these and to create a positive work environment.

By the time you finish this training you will be able to define effective workplace communication, recognize best practices for verbal and nonverbal communication among colleagues, and distinguish strategies used for productive verbal and non-verbal communication.

Click the next button to learn more.

1.6 Effective Communication Defined

Narrator:

As you get started in your new role, it's important to know what effective communication is and why it's important. Click each tab working left to right to learn more.

1.6a Effective Communication Defined

Narrator:

Effective communication accurately conveys information, relays information in a way that ensures the recipient understands you and involves strategies that eliminate misunderstandings and questions between individuals.

1.6b Effective Communication Defined

Narrator:

As you saw with Lisa's situation, effective communication can make your job much easier and keeps everyone happy. It's important because it allows employees to do their jobs with ease and efficiency, build good working relationships, reduce and mitigate conflict, and increase employee engagement.

1.7 Knowledge Check

Narrator:

Before we move on, let's see what you remember. Which of the following are aspects of effective workplace communication? Select all that apply and click submit.

1.7a Knowledge Check (*Correct*)

Narrator:

Great job! You've got the idea. Click continue to learn more about effective communication and its many benefits.

1.7b Knowledge Check (*Incorrect*)

Narrator:

That's not quite right. Remember, effective communication accurately conveys information so that others understand and involves tactics to avoid misunderstandings. Click continue to learn more.

1.7c Knowledge Check (*Try Again*)

Narrator:

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You're starting to get it. Click the try again button to see if you can remember the correct answers.

1.8 Components of Communication

Narrator:

Now that you've got that down, let's dive into the two main components. There is a lot to know about each! Communication is the basis for interpersonal understanding. We rely on verbal and nonverbal cues to connect with and size up other people. Click on each box to explore each type in more detail. Click next when you are finished viewing all of the information.

1.9 Nonverbal Communication Defined

Narrator:

Nonverbal communication plays a much bigger role than words in forming our first impression of someone. Click on each icon to learn more and click next when you've viewed all three.

1.9a Nonverbal Communication Defined

Narrator:

It includes cues such as hand gestures, eye contact, facial expressions, posture and proximity.

1.9b Nonverbal Communication Defined

Narrator:

It takes place in many situations including meetings, interviews or casual conversations.

1.9c Nonverbal Communication Defined

Narrator:

Nonverbal communication can be one of the strongest forms of communication between coworkers.

1.10 Benefits of Nonverbal Communication

Narrator:

Now that you have a solid understanding of what nonverbal communication is, let's take a closer look at their many benefits. Click on each tab to learn more about how strong skills in this area can help you in the workplace. When finished, you may click next to continue.

1.10a Benefits of Nonverbal Communication

Narrator:

Nonverbal cues complement a verbal message by adding to its meaning, such as using gestures or facial expressions to emphasize a point.

1.10b Benefits of Nonverbal Communication

Narrator:

They can bridge cultural divides, as some are universal and can convey messages across different languages and contexts.

1.10c Benefits of Nonverbal Communication

Narrator:

They express feelings, emotions, and intentions without using words, which can be useful when words are inadequate or inappropriate.

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1.10d Benefits of Nonverbal Communication

Narrator:

Also, they provide a non-threatening way to communicate, as it can avoid direct confrontation or criticism and convey messages subtly or politely.

1.11 Verbal Communication Defined

Narrator:

First impressions are formed by nonverbal cues. Once a conversation begins, verbal communication is what confirms or corrects our first impression of someone. Click on each icon to learn more and click next when you've viewed all three.

1.11a Verbal Communication Defined

Narrator:

Verbal communication is the process of using speech to pass information to other people.

1.11b Verbal Communication Defined

Narrator:

Having strong verbal communication skills will always give you the extra edge. Employers prefer candidates that exceed expectations in this area.

1.11c Verbal Communication Defined

Narrator:

At work you will use verbal communication to make presentations, share your points during meetings, make phone calls or engage in productive conversations with colleagues.

1.12 Benefits of Verbal Communication

Narrator:

Quality verbal communication sets the stage for a positive work environment and is a winwin for everyone. Click each button working left to right to learn how. When finished, click next to continue.

1.12a Benefits of Verbal Communication

Narrator:

It helps to prevent conflict and minimizes misunderstandings.

1.12b Benefits of Verbal Communication

Narrator:

Strong verbal communication creates an atmosphere of transparency.

1.12c Benefits of Verbal Communication

Narrator:

It establishes trust among team members.

1.12d Benefits of Verbal Communication

Narrator:

It strengthens loyalty to each other and ultimately to the company.

1.12e Benefits of Verbal Communication

Narrator:

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It promotes team building which makes work more fun.

1.12f Benefits of Verbal Communication

Narrator:

It enhances motivation which leads to higher efficiency and excitement.

1.12g Benefits of Verbal Communication

Narrator:

It inspires innovation which leads to creative problem solving.

1.12h Benefits of Verbal Communication

Narrator:

All of these outcomes combined leads to a boost in productivity.

1.13 Distinguish Strategies

Lisa:

Wow! It's clear there are a lot of ways I can help my team, workplace, and clients just by communicating well. How do I get started?

Narrator:

Given the many benefits of strong communication skills, it's natural to wonder how to put them in place. Let's see what you already know. Help Lisa sort the verbal and nonverbal strategies to her right. As it is revealed, drag each strategy to the category of communication that it belongs to. Click the submit button when you are finished.

1.13a Distinguish Strategies (*Correct*)

Narrator:

Great job! You know a lot already. Click continue to learn more about each communication strategy.

1.13b Distinguish Strategies (*Incorrect*)

Narrator:

That's not quite right. When looking at each strategy, think about whether it applies to spoken or unspoken communication. Click continue to learn more.

1.13c Distinguish Strategies (*Try Again*)

Narrator:

You're starting to get it. Click the try again button to see if you can sort the strategies correctly.

1.14 Nonverbal Strategies

Narrator:

Now that you're able to differentiate types of strategies, let's look at each nonverbal communication strategy closely. Click on each button to learn more and click next when finished.

1.14a Nonverbal Strategies

Narrator:

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While most people use hand gestures to emphasize a point, it's important to limit how often they are used. Avoid hands in pockets, arms folded across your chest, and hand wringing. If you're nervous, put your hands to your sides.

1.14b Nonverbal Strategies

Narrator:

Always make eye contact during conversations. People associate trustworthiness with those that maintain eye contact while they speak.

1.14c Nonverbal Strategies

Narrator:

Stay aware of the faces you make. It's a good idea to keep calm, neutral facial expressions when you experience negative triggers and allow your facial expressions to react genuinely to positive triggers.

1.14d Nonverbal Strategies

Narrator:

Good straight posture while sitting or standing symbolizes leadership. Leaning forward indicates you care. Lastly, during conversation keep your body facing toward the other person.

1.14e Nonverbal Strategies

Narrator:

When it comes to proximity, it is important to be aware of your own personal space and give others enough personal space as well.

1.15 Verbal Strategies

Narrator:

As we saw earlier with Lisa's situation, strong communication will improve your professional life. Put these verbal strategies in place to gain the many benefits discussed earlier. To learn more about each, select the buttons below moving left to right. When finished, click the next button.

1.15a Verbal Strategies

Narrator:

When you communicate, be clear and concise. Brevity is important. It's better to keep it short and to the point.

1.15b Verbal Strategies

Narrator:

Ask open ended questions to gain insight. These are questions that cannot be answered with a simple yes or no.

1.15c Verbal Strategies

Narrator:

Be fully engaged and listen on purpose. Make sure you are not multitasking. This conveys attentiveness.

1.15d Verbal Strategies

Narrator:

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Stay calm, cool, and collected. Neutralize negative reactions with a calm tone. Allow your tone to react to genuinely positive triggers as well.

1.15e Verbal Strategies

Narrator:

Avoid special words or expressions that are used by a certain profession or group. Use language that is easy to understand. This ensures that your message is clear.

1.16 Quiz Introduction

Narrator:

Nice job! You have completed the learning portion and it's time to take the course quiz. You will complete 5 graded questions and must get an 80% to pass. You may retake the quiz as many times as needed. Click the Next button when you are ready to begin. Good luck!

1.22a Quiz Results

Narrator:

Thank you for taking the quiz. Nice job! You passed. Want to see your results? Click on the review quiz button. If you are ready to move forward, please click the continue button.

1.22b Quiz Results

Narrator:

Thank you for taking the quiz. Unfortunately, you did not pass. You can review your results by clicking on the review quiz button. When you are ready to try again, click the retake quiz button.

1.23 Summary

Narrator:

Now that you're finished, you should be able to define effective workplace communication, recognize best practices for verbal and nonverbal communication, and distinguish strategies used for both. Click next to continue to the last slide.

1.24 Congratulations

Narrator:

Congratulations! You have completed the Effective Workplace Communication course. Well done!

Lisa:

Thank you! I've learned a lot and can't WAIT to put all of these strategies in place.

Narrator:

Click complete to exit the course.