

Communication

Using Clear Verbal Communication Activity

1. Assign one person to perform each of the following roles in this activity. If you have more than four people, have two people act as observers.
 - Director – Give clear verbal instructions to the Manager so that the Creator can make an exact copy of the original.
 - Manager – Listen to the Director's instructions, then go to the other part of the room to where the Creator is and pass on the instructions.
 - Creator – Recreate the image from the verbal instructions given by the Manager.
 - Observer(s) – Watch and make detailed notes about what worked, what didn't, and how each person reacted under pressure.
2. Instructions for activity:
 - a. The Director is given a picture of an image and this person is the only one allowed to see the picture.
 - b. The Director gives instructions to the Manager, explaining what the image looks like so that the Manager can give good instructions to the Creator. During this part of the activity, the Creator is located across the room so that they cannot see or hear the instructions as the Director gives them to the Manager.
 - c. The Manager then goes over to the Creator and verbally passes on the instructions from the Director as clearly as possible.
 - d. The Creator is given the Drawing Space for Creator's handout and attempts to draw the image as instructed by the Manager.
 - e. The Observer(s) silently watch the entire activity and make notes about what has worked well, what has not worked well, and how each person has performed under pressure. Write down suggestions for a different way to communicate the instructions if you believe there is a better way than observed.
3. Compare the Director's picture of the image with the end result.

Drawing Space for Creators

Draw your image in the box provided below. Follow the instructions from the Manager as closely as possible.

Good luck!

A large rectangular area defined by a dashed black border, intended for drawing. The box is empty and occupies the majority of the lower half of the page.

Communication

Business Letter Block Format

When writing a business letter, follow the format below.

Heading – Your Address Name Street Address City, State, ZIP	Skip 1 line
Date	Skip 2 lines
Inside Address (Mr. Ms. Mrs. Dr.) Full name of Recipient Job Title of Recipient (if applicable) Name of the Company/Organization (if applicable) Street Address City, State, ZIP	Skip 1 line
Subject:	Skip 1 line
Salutation (Dear Mr. Ms. Mrs. Dr.) Last Name and a colon at the end)	Skip 1 line
Body Paragraphs This is the content of the letter. The paragraphs should be single spaced with one line skipped between each paragraph. Body Paragraph 1 Body Paragraph 2 Body Paragraph 3	Skip 1 line
Closing (Sincerely,) Your Typed Name (Handwritten Signature Above) Your Typed Title	Skip 3 lines
Enclosure Use this if your letter includes another document other than the letter itself. If it is more than one, you would type “Enclosures.”	

Communication

Effective Written Communication on the Job – Business Letter Scenarios

Choose one of the following scenarios and write an appropriate and professional business letter. You can invent the name of the person you are writing to, and the address and/or business name if needed.

- Scenario A:** You work in the customer service department for Walmart. You receive a complaint regarding a customer's experience in the electronics department of a local store. The customer felt that they were disrespected.
- Scenario B:** You work in a sporting goods store. A customer has written to you asking if you have a product in your store called the Fitbit. Your store carries it along with other competitive products.
- Scenario C:** You work in the marketing department for a cell phone company. You were recently approached in a phone call from an advertising firm asking if you would like to purchase pens with your company's logo on it from them.
- Scenario D:** You are the Human Resources director at a large law firm. You need to send a letter to a candidate who interviewed but did not get the job.
- Scenario E:** You are a fifth grade teacher at Heritage Elementary School. You need to write a letter to your district superintendent informing her about an upcoming fundraiser you are doing to raise money for a field trip to Washington, D.C.
- Scenario F:** You are a manager at a local fast food restaurant. A customer recently contacted you via email to tell you that they found a piece of plastic in a hamburger. They are not happy about it and are threatening to sue.

Communication

Nonverbal Communication Brainstorming Activity

Consider the many nonverbal ways in which people communicate. As a group, brainstorm and list all of the different nonverbal ways you communicate thoughts and feelings. (Example: crossed arms)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.
- 20.

Communication

Nonverbal Communication Brainstorming Activity

Consider how your nonverbal communication may be perceived in a workplace setting. What messages could you be sending to coworkers with your body language? Write a brief statement of how each of the following could be perceived by a coworker. (Example: Slouched posture may show you are not interested. Or minimal eye contact may signal lack of confidence)

Eye contact:

Facial expression:

Posture:

Handshake:

Personal space:

Vocal tone: