

WORK ETHICS | COMMUNICATION AND TACT

Workplace Communication Clinic

Student Activity Worksheet

Name		Class	
Programme		Date	

How to use this worksheet: Complete the activities in order. Work independently unless your instructor tells you to compare answers with a partner. Be ready to explain the evidence supporting your decisions.

Main idea: Professional communication gives the other person enough clear and respectful information to understand and respond appropriately.

Activity 1 Tone Detective **5 minutes**

Read the message below.

“I already told you what to do.”

1. Without any additional information, how might the message sound? Tick one or more.

☐ Helpful ☐ Annoyed ☐ Disrespectful ☐ Direct but acceptable ☐ Not enough information

2. Now consider the context: A supervisor sends this response after a new employee politely asks for clarification about an unfamiliar task.

What is wrong with the supervisor’s response?

Rewrite the response professionally.

Activity 2 Build the Communication Rules **5 minutes**

Complete the statement with one clear rule.

Professional communication should always _____

Why does your rule matter?

Activity 3 Workplace Communication Clinic **25 minutes**

Kemar has started work at a small business. He is friendly and capable but several communication problems occur during his first week. Read each incident, then complete the investigation table on the next page.

Monday

Kemar realises that he will be late. He sends his supervisor: “gm running late”

What information is missing?

Tuesday

His supervisor gives him a task that he does not understand. Kemar replies: “What you mean? That don’t make sense.”

What problem could his wording or tone create?

Wednesday

A coworker moves materials Kemar was using. Kemar says loudly: “You always interfering with people’s things.”

Why is this response unlikely to solve the problem?

Thursday

A customer asks when an order will be ready. Kemar replies: “Soon.”

Why is this response ineffective?

Friday

His supervisor corrects an error. Kemar folds his arms, rolls his eyes and says: "Fine."

What do his words and body language communicate?

Complete one row for each day. Your professional correction should show exactly what Kemar could say or do instead.

Day	Communication problem	Possible consequence	Professional correction
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Which incident could cause the greatest harm to Kemar's professional reputation? Explain.

Activity 4 Fix This Message 10 minutes

Rewrite each message so it is clear, complete and respectful. Add a greeting, explanation, deadline or next step where necessary.

1. "I not coming today."

Professional version:

2. "Send me the thing."

Professional version:

3. "You did this wrong again."

Professional version:

4. "That is not my job."

Professional version:

5. "Why you ignoring me?"

Professional version:

Choose your strongest correction. Identify two changes you made.

Change 1: _____

Change 2: _____

Activity 5 Say It With Tact 10 minutes

Write one professional sentence you could use in each situation. Your response should communicate the message honestly without unnecessary rudeness.

1. You did not hear the supervisor's instructions.

2. A coworker repeatedly interrupts you.

3. A customer is becoming impatient.

4. You disagree with feedback from your supervisor.

5. You cannot complete a request by the stated deadline.

Activity 6 My Communication Sample 7 minutes

Select one poor message from this worksheet and show how you improved it. This is your portfolio evidence for Communication and Tact.

Original message:

Corrected professional version:

Why is your version more effective?

Activity 7 Exit Ticket 3 minutes

What is one communication habit that could damage a person's professional reputation? Explain briefly.
