

Communication at Work⁴

Workers in any job situation need to have good communication skills. You may be working with the public or working on a team to get a project done. You need to be able both to listen and communicate your ideas so that work gets done or your customer is happy. Sometimes good communication skills can mean life and death depending on what you are communicating!

Your Turn!

Read each scenario and each statement. Decide if each statement shows good or poor communication skills. If you identify that the statement uses poor communication skills, write a statement that would improve it.

1. Your co-worker politely asks you to help clean up a mess that another co-worker made. You return to your own tasks, making the following statement:
"It's not my fault the mess was made and I can't help clean up right now anyway because I don't have time."

Good communication skills _____ Poor communication skills _____

⁴ Read to Work North Workbook (p.135)

2. You are trying to explain where the supply room is located to a newly hired employee who does not understand English well. You show him by pointing with your right hand as you say very loudly:

"You have to turn right at the end of the hall."

Good communication skills _____ Poor communication skills _____

3. A customer is checking in at the hotel where you work. You pass her a form to fill out and say:

"Please fill in the top part of the form, dear."

Good communication skills _____ Poor communication skills _____

4. As a customer is leaving, you say the following with a smile and a wave:

"Thank you for coming in and I hope to see you again."

Good communication skills _____ Poor communication skills _____
