Communication Skills

Positive Workplace	Unprofessional

Listen when someone else is talking	Interrupt others while they are talking
Say “please” and “thank you”	Roll your eyes or make faces
Use a calm and respectful tone	Yell or use a rude tone
Ask questions if you are confused	Ignore someone who is speaking
Look at the person who is speaking	Say “That’s not my problem”
Accept feedback without arguing	Argue instead of listening
Say “I understand” or “I’ll try my best”	Use disrespectful language
Apologize if you make a mistake	Talk back to a supervisor
Take turns speaking	Use your phone while someone is talking to you
Use kind and professional words	Refuse to listen to feedback

LIVEWORKSHEETS