**Week 8: Professional Communication**

**Lab Objectives:**

By the end of this lab, students will be able to:

1. Write **clear and professional emails** for workplace communication.
2. Demonstrate **effective verbal and written communication** in professional settings.
3. Engage in **role-playing activities** to practice handling workplace interactions.
4. Reflect on **communication strategies** and identify areas for improvement.

**Activity 1: Professional Email Writing**

**Task:**

* Write a **professional email** to a hypothetical employer regarding:
  1. An **inquiry** about a job opening.
  2. A **follow-up after an interview**.
* Ensure the email follows best practices in **tone, structure, and clarity**.

**Instructions:**

1. **Choose one of the following scenarios:**
   * **Job Inquiry Email**: You are interested in a job position and want to request more information.
   * **Interview Follow-Up Email**: You recently attended an interview and want to thank the interviewer while reiterating your interest in the role.
2. **Structure your email properly:**
   * **Subject Line:** Clearly state the purpose (e.g., "Job Inquiry – Software Engineer Position").
   * **Greeting:** Address the recipient formally (e.g., "Dear [Hiring Manager's Name],").
   * **Introduction:** State your purpose clearly and professionally.
   * **Body:** Provide necessary details concisely.
   * **Closing:** Express appreciation and include a call to action.
   * **Signature:** Use a professional closing (e.g., "Sincerely, [Your Name]").

**Expected Deliverable:**

* A **polished email draft** (200–300 words) submitted in **PDF or Word format**.

**Sample Email:**

**Subject:** Follow-Up on Interview for Junior Software Developer Role

Dear [Hiring Manager's Name],

I hope you are doing well. I would like to take a moment to express my sincere gratitude for the opportunity to interview for the **Junior Software Developer** position at **[Company Name]** on **[Interview Date]**. I greatly enjoyed learning more about your team and the exciting projects you are working on.

Our conversation reinforced my enthusiasm for the role and my belief that my skills in **Python, Java, and cloud computing** align well with your team’s needs. I am particularly excited about [specific project or company value discussed in the interview] and how I can contribute to its success.

Please let me know if there is any additional information I can provide to assist in your decision-making process. I look forward to the possibility of joining your team. Thank you again for your time and consideration.

Best regards,  
**[Your Name]**  
**[Your LinkedIn Profile]**  
**[Your Email]**

**Activity 2: Role-Playing Workplace Scenarios**

**Task:**

* In small groups, **role-play workplace scenarios** to practice handling:
  1. **Conflict resolution** – Handling disagreements professionally.
  2. **Effective meeting communication** – Communicating clearly and concisely.
  3. **Email correspondence** – Responding to work-related issues.

**Instructions:**

1. **Form groups of 3–4 students**.
2. **Each group selects a workplace scenario** from the provided list.
3. **Role-play the scenario**, ensuring professional communication strategies are used.
4. **Observe and take notes** on what strategies worked best.
5. Write a **150–200 word reflection journal entry** discussing:
   * What communication techniques were effective.
   * What challenges were encountered.
   * Areas for improvement.

**Example Role-Playing Scenarios:**

1. **Handling a Disagreement with a Colleague:** A team member disagrees with your approach to a project. How do you handle the situation professionally?
2. **Communicating in a Team Meeting:** You need to propose a new idea in a team meeting but face resistance. How do you express your thoughts effectively?
3. **Responding to a Workplace Email:** Your manager has asked for a last-minute report. How do you professionally communicate your availability and manage expectations?

**Expected Deliverable:**

* A **reflection journal entry** (150–200 words) discussing key takeaways from the role-play activity.

**Sample Reflection Entry:**

"During our role-play on conflict resolution, I practiced addressing a disagreement professionally by **acknowledging my colleague’s perspective** and offering a compromise. One strategy that worked well was using **active listening and clarifying questions** to ensure mutual understanding. However, I found it challenging to remain assertive without sounding confrontational. In future situations, I aim to improve my **tone and confidence** when presenting my viewpoint while maintaining a collaborative approach."

**Activity 3: Response Email to a Workplace Situation**

**Task:**

* Write an **email response** to a hypothetical workplace scenario incorporating lessons learned from the role-play activity.

**Instructions:**

1. **Choose a workplace scenario:**
   * **Scenario 1:** You need to reschedule a meeting with your manager due to a conflict.
   * **Scenario 2:** A colleague gave you constructive feedback on a project, and you need to respond professionally.
2. **Write a professional response email** that follows best practices in tone, clarity, and structure.
3. **Ensure your response is polite, concise, and action-oriented.**
4. **Revise your email** based on feedback from peers or instructors.

**Expected Deliverable:**

* A **revised professional email** (PDF or Word document) that demonstrates effective workplace communication.

**Sample Response Email:**

**Subject:** Rescheduling Our Meeting

Dear [Manager’s Name],

I hope you are doing well. I wanted to reach out regarding our scheduled meeting on **[Original Date]**. Unfortunately, due to an unforeseen scheduling conflict, I will not be available at that time. I sincerely apologize for the inconvenience.

Would it be possible to reschedule our meeting to **[Proposed New Date & Time]**? If this does not work, I am happy to accommodate a time that suits your schedule. Please let me know your availability at your earliest convenience.

Thank you for your understanding. Looking forward to our discussion.

Best regards,  
**[Your Name]**