

UNIT 1: OBTAINING AND CONVEYING WORKPLACE COMMUNICATION

Lesson 1: Communication Sources

- **Internal Sources** - People who are already inside or are already part of your company
- **External Sources** - People outside your company that you communicate with
 - Ex. Suppliers, traders, LGUs
- **Topic 1: Communicating with Team Members**
 - Take responsibility and be a good example
 - Adjust to your team member's personality
 - Discuss communication issues
 - Discuss rift among members
 - Keep a tight agenda
 - Ask for questions from others
- **Topic 2: Communicating with a Supervisor/ Department Head**
 - Go straight to the point. Do not say unnecessary things. Respect their time.
 - Show numbers and visual representations. When presenting numbers to your boss, do not just present them in paragraph forms.
 - Schedule your appointment. Do not expect that they are always ready

for an ambush talk. They are busy people and their time is precious.

- Prepare your agenda. Before speaking to your boss, plan what you need to say. Make a list. This will help you remember all your concerns.
- Be solution-focused. When consulting problems, always have a solution in mind.
- **Topic 3: Communicating with Suppliers**
 - Specify what you want
 - Avoid jargon
 - Talk as if they are customers
 - Put things on paper
 - Communicate regularly
- **Topic 4: Communicating with Trade Personnel**
 - Be precise with what you want. Most trade personnel want to know what specific things they need to do for you.
 - Ask them how much time is needed to complete their tasks.
 - Ask them what other things you need to prepare in advance.
 - Do not be too demanding. Know their limitations.
- **Topic 5: Communicating with Industry Bodies**
 - Reach them through email

- Be updated on their newsletters and magazines
- Networking meetings

- **Topic 6: Communicating with Local**

Government

- Be present in the different events that the local government is organizing to be aware of the internal processes that they do.
 - Council annual planning
 - Council consultations
 - Other proposals
- Directly talking to officials
- Monitoring of Local Government Performance

- **Topic 7: Communicating with**

Customers/Guests

- Establish a genuine relationship.
 - Listen well.
 - Use easy words, and not jargon when explaining complex topics.
 - Address issues or misunderstandings immediately.
- Keep connected with your customers:
 - Send e-Newsletters or emails informing them of new promos or offers.
 - Give out survey sheets to see their needs and opinions.
 - Use social media platforms to keep your audience informed and updated.

- Here are 3As that you should keep in mind should such an occurrence occur.
 - Apologize. Immediately say sorry to the persons involved.
 - Attempt to solve the problem.
 - Alert your supervisor.

Lesson 2: Presenting Yourself in the Workplace

- **Topic 1: Presenting Yourself - Voice**

- Pitch – the highness or lowness of your voice
- Volume – how loudly or softly you should speak
- Rate – the speed of your speech
- Intelligibility – if the message is understandable
- Articulation – using the tongue, teeth, palette, jaw, and lips in order to produce vocal sound
- Pronunciation – form and accent of various syllable of a word
- Accent – Inflection, tone, speech habits of a speaker
- Vocal expression – variety in voice which can be achieved by changing and appropriating the pitch, volume, rate, as well as stressing certain words and phrases
- Monotony – should be avoided since it is lack of vocal expression.

This occurs when there is just a constant pitch, volume, and rate.

- **Topic 2: Presenting Yourself - Appearance**

- Consider the receiver of your message and the situation
- Consider the topic and the purpose
- Do not be over the top

- **Topic 3: Presenting Yourself - Posture**

- Posture is referred to as how you position your body.
- Face-to-face communication, display an upright stance and squared shoulders to show confidence.

- **Topic 4: Presenting Yourself - Attitude**

- Respect for your workmates—may it be your superiors or subordinates
- Enthusiasm in the workplace
- Commitment to the job
- Creative ideas
- Industriousness
- Genuine kindness

Lesson 3: Participating in Workplace Meetings and Discussion

- **Topic 1: Participate in Simple Conversations with Colleagues**

- **Starting Conversations**
 - Find common interests.
 - Listen well.
 - Relax.

- Avoid gossip and controversies.
- Be genuine.

- **Closing Conversations**

- Be genuine.
- Use appropriate closing remarks.
- Be clear and direct. Do not be ambiguous.
- End on a good note.
- Avoid unnecessary comments.

- **Topic 2: Respond to Simple Requests**

- Confirm Understanding
 - Verbal and non-verbal
- Asking for Repetition and Clarification

- **Topic 3: Make Simple Requests**

- Polite language is a good form of first impressions
- Express your gratitude

- **Topic 4: Express Likes, Dislikes, and Interests**

- Expressing your interest
- Expressing your disinterest

- **Topic 5: Giving and Receiving Constructive Feedback Sandwich Technique**

- Start with a positive comment.
- Say constructive criticism while still using an affirmative tone.
- End with another positive observation or comment.
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- **Topic 6: Work Meeting Etiquette**

Good First Impression

First impressions are important because it can greatly influence how people would be treating you in the future. If you gave off an aloof impression, people will most likely treat you the same in future interactions. When you treat people politely and professionally, you will get respect in the workplace. Here are some tips in making good first impressions:

- Maintain eye contact
- Give a gentle, but firm handshake.
- Genuinely smile at people
- Dress professionally
- Be alert! Avoid falling asleep during meetings.

On treating people

- Learn people's names. Keep their business cards. Forgetting people's names will make it seem like you do not care about the person.
- Do not judge people based on their job position. Treat managers, maintenance staff members, and administrative support staff the same way.
- Be careful when sharing your personal life with co-workers.
- Respect people's personal space. Know proxemics. Before getting overly familiar or comfortable, check whether the other person is comfortable.

E-mail correspondence

- Compose grammatically correct e-mails. This ensures professionalism in the workplace.
- Return calls and e-mails within 24 hours. Do not forget to reply.
- Avoid using CAPS LOCK.

During Meetings

- Arrive on time.
- Do not judge people.
- Listen well.
- Express your opinions politely.
- Avoid confrontations. There is a time and place to confront someone, and it should never be done in a meeting. Doing so will be embarrassing for the both of you and can result to more conflict.

UNIT 2: COMPLETING RELEVANT WORK-RELATED

DOCUMENTS

Lesson 1: Guidelines in Completing Relevant Work-Related Documents

- **Topic 1: Guidelines in Completing Relevant Work-Related Documents**

- Workplace Forms and Documents
- Determine authorizations and permissions
- Identify any rules and formats that apply
- Check your information thoroughly

- **Topic 2: Administrative Protocols**

- A **protocol** is simply a set of rules that describe a way to approach a task
- Areas covered by administrative protocols are:
- designated officers required to approve or sign a document
- time frames set for completion or submission
- restrictions on who can access or use the information
- storage and archiving requirements
- obtaining comparative quotes for goods or services

- **Topic 3: Communicating Your Message**

- Your document should include the following:
 - its purpose, message and audience

- the layout of the information
- use of headings and paragraphs to make the document easy to read
- use of logos, disclaimers, privacy, and copyright statements.

Lesson 2: Types of Workplace Forms

- **Topic 1: Formal Letters**

- **Block Letter**

- Most commonly used format for business letters
- All parts are assigned left

- **Parts of a Business Letter**

- Date (mm/dd/yyyy)
- Sender's name and address
- Inside address - receiver's side
- Salutation
 - Use a **colon** instead of a comma in business letters
- Body Text
- Closing/"Call to Action"
- Signature

- **Guides in Writing a Business Letter**

- Use professional tone. It should be professional sounding, yet friendly
- Be clear
- Organize your information well
- Know your reader
- Do not forget your "call to action"
- Proofread!

- **Topic 2: Memorandum**

Memorandum

TO: GTS Sales Staff

FROM: Karen Moore

CC: Mr. John Sakazaki

DATE: April 18, 2008

SUBJECT: Customer Presentation

The JSKL Marketing presentation you prepared last week to showcase our new product line was exceptional!

Your enthusiasm, sales strategy, and product knowledge were impressive and certainly sealed the deal with Mr. Lockhart!

Thank you for your outstanding work and dedication. Bonus checks will be distributed next week.

My sincere congratulations to all of you!

- A **memorandum** is a workplace document intended to point out and resolve issues

- **Topic 3: Circular**

Circular No.: 252014
To: All Front Office Staff

December 12, 2018

Dear All:
Subject: Last minute staff meeting

This is a last-minute notification for an urgent meeting that will be held after office hours today. The meeting will be from 7:00 pm to 8:00 pm.

It will be held in the Ruby Conference area. The meeting will start at 7:00 pm sharp, so please arrive on time. Attendance is compulsory as important matters will be addressed during the meeting.

Thank you and see you later.

Yours faithfully,

Gladys Mendoza
Front Office Manager

- A **circular** is a formal and official letter addressed to a group of people in the workplace, a department, or a whole organization.
 - 1.) Letter Indexing. The first line refers to the organizational level and the second line refers to the specific department a circular is addressed to.
 - 2.) Date
 - 3.) Receivers

- 4.) Subject: (What the letter is all about)
- 5.) Body
- 6.) Sign off with “yours faithfully,”
- 7.) Sender’s name and position

- **Topic 4: Notice**

NOTICE

21 December 2018

YEAR-END PARTY FOR 2018

This is to inform all employees that the company Year-End Party will be celebrated on 21 December 2018 from 8:00 am to 1:00 pm at the Ruby Conference Area. Special performances will be given by each department and food and prizes will also be provided to the event. An exchange gift worth P300 should also be brought to the said event. The Director will also be joining the celebration and will be giving a message. Attendance is encouraged.

Jeanine Torres
HR Staff (Event-in-charge)

- **Notices** are short formal documents that are sent to send urgent or important matters.

What a notice shall contain:

- Name of the issuing workplace or organization
- Date
- Eye-catching header
- Description of the header
- Purpose why it is written
- Other important details

Types of notices:

- Notice of an event
- Lost and Found notice
- Notice about future tours, camps, or fairs

Lesson 3: Utilizing Electronic Media

- **Topic 1: Social Media**
 - Stay professional
- **Topic 2: Email**
 - **Electronic mail (e-mail)** is the most commonly used medium of communication in the workplace especially when you are communicating with people away from you.
 - **BCc** stands for Blind Carbon Copy while **Cc** stands for Carbon Copy
 - BCc - intended only for one person
 - CC - seen by all
- **Topic 3: Fax Machine**
 - A **facsimile or fax machine** is used to send a document electronically to another fax machine. Fax machines operate on phone network.
- **Topic 4: Text Messaging**
 - **Short Message Service (SMS) or text messaging** is one of the most used mediums when doing business transaction



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CERTIFICATE OF COMPLETION

THIS IS TO CERTIFY THAT

Alecz Jasmine Chan

HAS COMPLETED THE COURSE

Participating in Workplace Communication

ON May 20, 2024

This is a computer generated certificate,
it is valid even without a signature.

For verification purposes, contact:
eTESDA Division
tesdaonlineprogram@tesda.gov.ph (02) 8893 - 8297



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