Communication Activities

ASL\_01 – Fundamentals of Application Support

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# Notes

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| General Notes | |
| Use this space to make any notes on the topics covered during the session   |  | | --- | |  | |

# Activity 1

|  |  |
| --- | --- |
| Methods of Communication | |
| 1 | List all the ways you communicate with different stakeholders, both in and outside of your direct team.   |  | | --- | | Methods | |  | |  | |  | |  | |  | |
| 2 | For each method identified identify the situation where you use it   |  |  | | --- | --- | | Methods | Situation | |  |  | |  |  | |  |  | |  |  | |  |  | |

# Activity 2

|  |  |
| --- | --- |
| Adapting to different Audiences: Position in the hierarchy | |
| 1 | How do you vary your communication style depending on where someone is in the hierarchy?   |  | | --- | |  | |
| 2 | How do you vary your communication style depending on whether someone is external or internal to your company?   |  | | --- | |  | |
| 3 | Why do you vary your communication style for each way you have identified above?   |  | | --- | |  | |

# Activity 3

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| --- | --- |
| Adapting to different Audiences: Technical Understanding | |
| 1 | How do you vary your communication style depending on someone’s technical standing?   |  | | --- | |  | |
| 2 | Why do you vary your communication style for each way you have identified above?   |  | | --- | |  | |

# End of Day Reflection

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| --- | --- |
| End of Day | |
| 1 | * On ELMS find the reflection for the session you are in. * Complete the reflection choosing the relevant duties for the topic covered that day * If you haven’t yet used the material covered during today’s session, then write about how you will cover it in future. * Attach any evidence and this file to your reflection * Select sign-off checkbox * Press save and close |