

CC11 – Communication in the Workplace

Midterm Exam Reviewer



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Soft skills VS Hard Skills

Soft Skills

- abilities that relate to how one works and interacts with other people

Hard Skills

- technical knowledge or training gained throughout one's career and education



Why Soft Skills?

- Typically difficult to teach
- Better taught when younger
- Can be used for every single situation (career, friends and family, groups, community)
- Higher employability
 - It's possible to beat someone who has better / same hard skills
 - Those with better soft skills usually stay longer in the company





Concepts in Communication

Communication and communication skills | The communication process | Types of communication | Areas of communication



Communication and Communication Skills

Communication

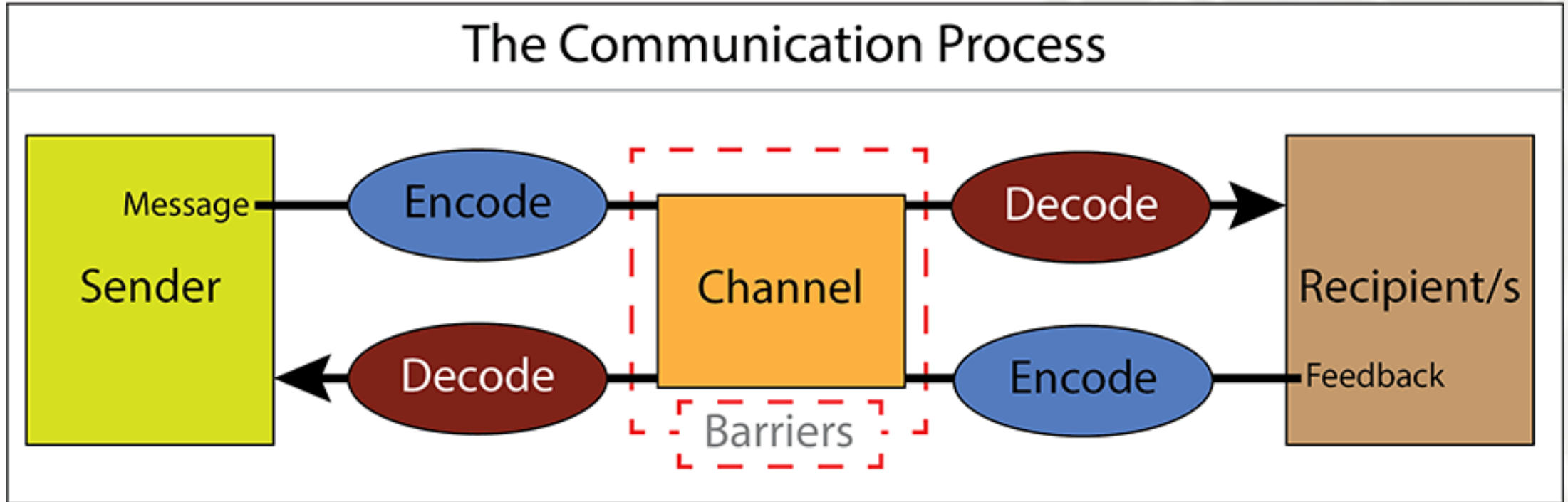
- Transfer of information or message from one entity to another
- Have at least one sender, and at least one receiver

Communication Skills

- Set of abilities to transfer information between different entities in different situations



The Communication Process



Barriers in Communication

- Cultural
- Language
- Physical
- Etc.



Types of Communication

Verbal

- Medium of the message is oral
- Examples:
 - Face-to-face
 - Telephone
 - Radio
 - Television
 - Messenger call



Types of Communication

Non-Verbal

- Part of verbal communication
- Examples:
 - Facial expressions
 - Body stance
 - Tone of voice
 - Volume of speech



Types of Communication

Written

- Medium of the message is printed or digital
- Examples:
 - Memorandums
 - Proposals
 - E-mails
 - Letters
 - Training manuals
 - Operating policies



Areas of Communication

Focuses on how communication is implemented

Verbal

- Speaking
- Listening

Written

- Reading
- Writing



Company Culture

- Also known as **organizational culture**
- Defines the proper way to behave within the organization
- Includes shared beliefs and values
- Sets the context for everything an organization does
- **Every company has a different type of culture**





Common Business Documents

Cover Letter



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Parts of a Cover Letter

- Also known as **organizational culture**
- Defines the proper way to behave within the organization
- Includes shared beliefs and values
- Sets the context for everything an organization does
- **Every company has a different type of culture**



What is a Cover Letter?

- Also known as letter of intent or letter of interest
- Document used to formally initialize a binding argument:
 - Memorandum of Agreement (MOA)
 - Memorandum of Understanding (MOU)
 - Auction for companies
 - Employment
- Usually, the cover letter is submitted with the resume / CV to formally showcase intent of getting hired to a position / company



Why a Cover Letter?

- Show interest into getting a job
- Show how you were able to know to get the job
- Outline “edge” compared to other candidates
- Outline academic and professional experiences
- Outline soft skills
- Explain preference for the company and position



Cover Letter Format

- Header
- Salutation or greeting
- Body
 - Intent
 - Experience
 - Closing statement
- Closing remarks
- Name and signature



Cover Letter Format

Header

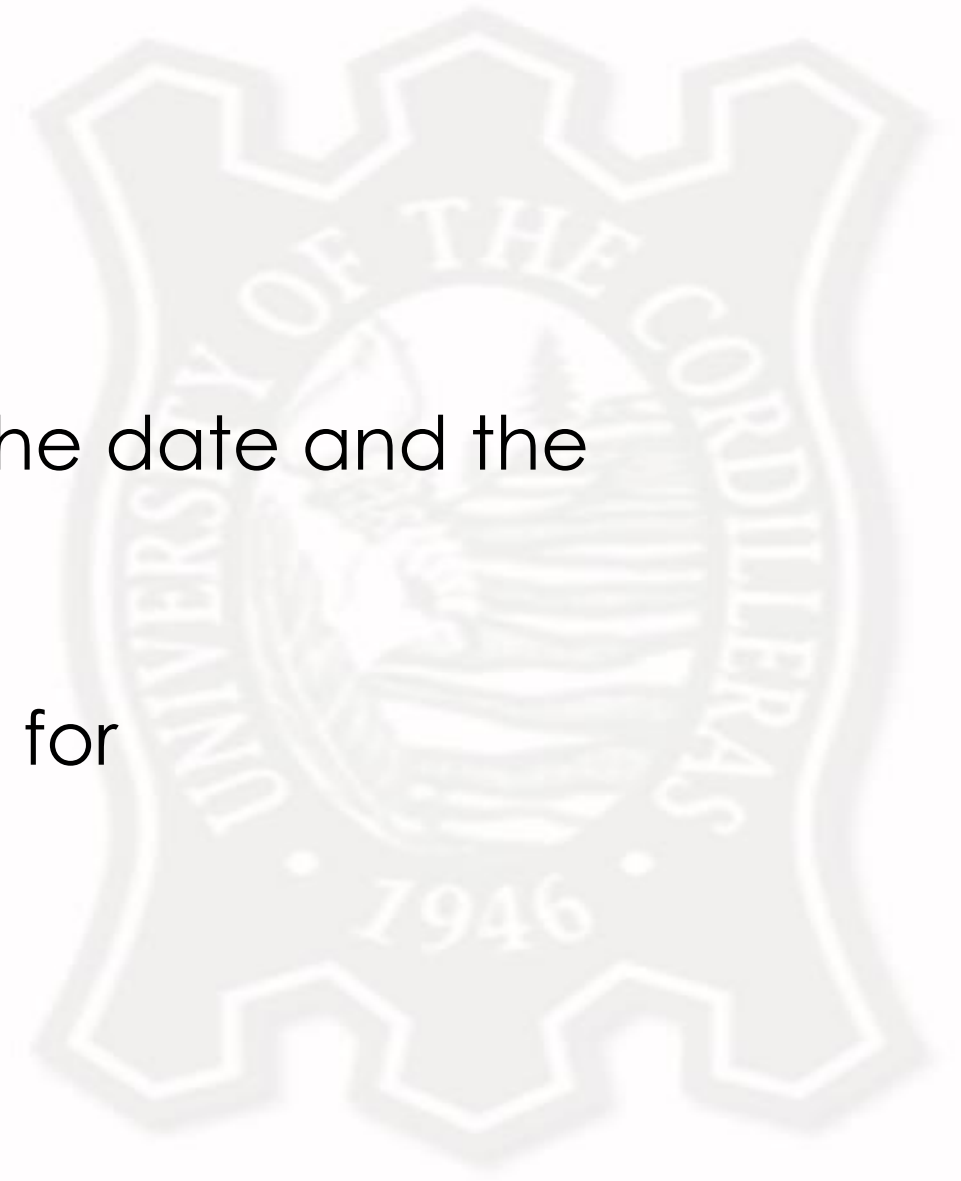
- Include the following:
 - Date of submission
 - Full name of the target person (usually the company's HR hiring officer)
 - Position in the company
 - Name of company
 - Address of company



Cover Letter Format

Header

- There should be a space between the date and the name and company
- Specify to whom the letter is for
- Highlight name to whom the letter is for
- Left alignment
- Leave two spaces after the header



Cover Letter Format

Salutation or Greeting

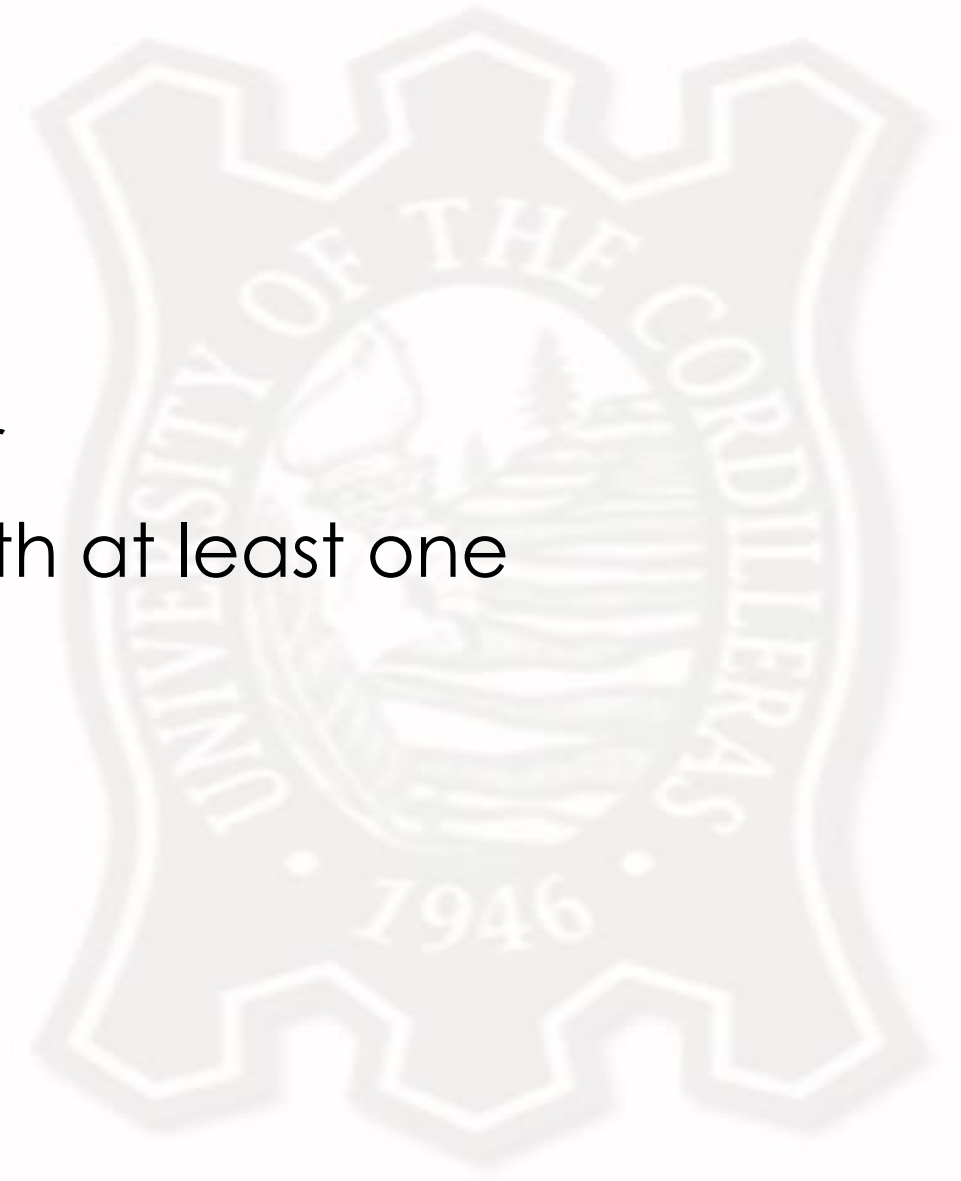
- Address the letter with a common business greeting
- Specify the salutation or name of the person
- Examples:
 - To Mr. Rizal,
 - Hello Dr. Rizal,
 - Dear Jose Rizal,



Cover Letter Format

Body

- This is the content of the cover letter
- Include the following parts, each with at least one paragraph:
 - Intent
 - Experience
 - Closing



Cover Letter Format

Body – Intent

- The first paragraph of the body of the letter
- Focuses on showing intent regarding the position
- Include the following:
 - Position that you would like to enter
 - How were you able to hear about the position
 - One sentence of why you want to enter the specified company / position
 - One sentence on your “edge” compared to other candidates



Cover Letter Format

Body – Experience

- Second paragraph of the body of the letter
- Focuses on the experience that would help get the job
- Include the following:
 - Relevant, latest educational experience
 - Relevant work experience
 - 1-2 relevant achievements from the academe or industry (quantified)
 - Relevant skills and qualifications (usually based on the job opening) with experience



Cover Letter Format

Body – Closing

- Last paragraph of the body of the letter
- Summarizes why you are a great fit and call to action
- Include the following:
 - One sentence that states what you can do for the company
 - Where to contact you (email and mobile number)
 - Thank for their consideration and time



Cover Letter Format

Closing Remarks

- Add a simple professional statement to close off your letter
 - Sincerely,
 - Respectfully,
 - (Warm/est) regards,
 - DO NOT use “Sincerely yours,” or “Respectfully yours,”
- Include your full name and signature
 - If you didn't add your contact information at the closing paragraph, you may also place them here



Additional Tips – Cover Letter

- Do not submit a cover letter unless requested
- Create the CV / resume first before the cover letter
- Personalize the cover letter to every company and position
- Research the company
- Be specific, quantify if possible
- Be clear and concise, especially for the experiences
- Tell the truth
- Use left / justified alignment





Company Memorandum

What is a Company Memorandum? | Parts of a Company Memorandum | Tips in Creating the Body of a Memorandum



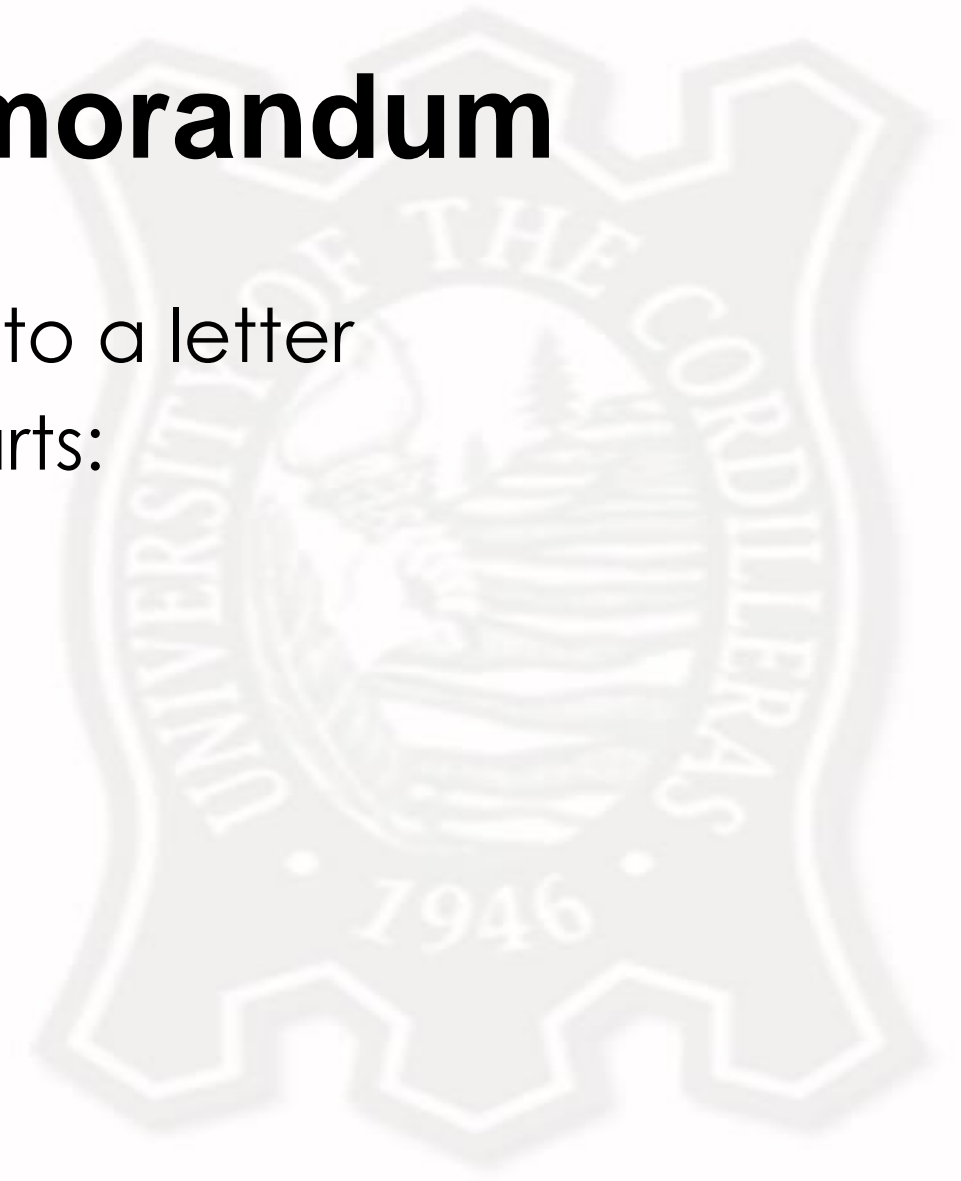
What is a Company Memorandum?

- Shortened to memo
- Primary and most effective ways to communicate information to all members in the organization
- Can communicate to either one member, a team, or all members in the organization
- Used to:
 - Disseminate information
 - Request for a call to action
 - Remind existing business processes



Parts of a Company Memorandum

- Some memos can be written similar to a letter
- Another format has the following parts:
 - Company header
 - Employee header
 - Body of the memo



Parts of a Company Memorandum

Company Header

- Shows the name of the company and the contact information
- This is usually either made as a logo, or can be typed in
- The header can vary depending on the target audience of the memo



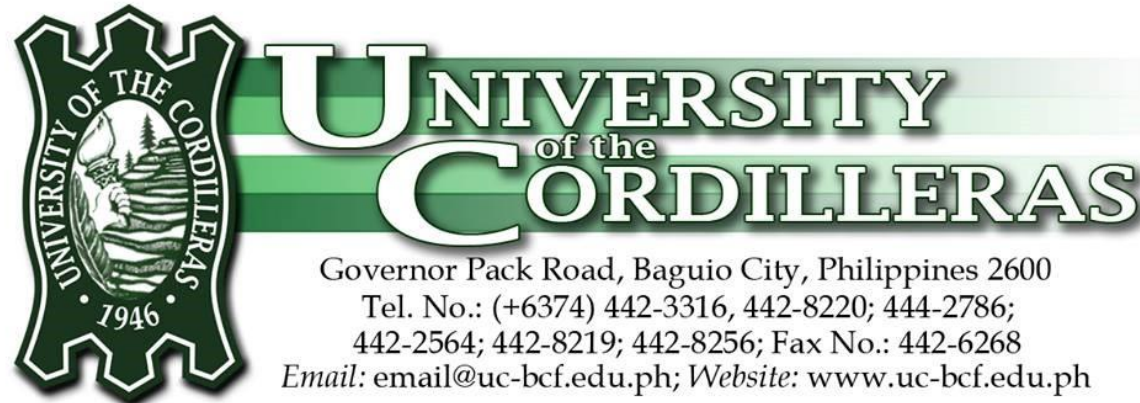
Parts of a Company Memorandum

Company Header (Examples)

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Second Trimester, School Year 2021 – 2022



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Parts of a Company Memorandum

Employee Header

- Looks into the date, the target people for the memorandum, and the topic of the memo
- For the target people and topic, it must include the following headers:
 - For
 - Through / Thru
 - From
 - Re



Parts of a Company Memorandum

Employee Header – For

- These include the persons / groups / people to whom the memo is written for
- Examples:
 - All employees
 - Human resources department
 - Jose P. Rizal
Staff, Human resources department



Parts of a Company Memorandum

Employee Header – Through / Thru

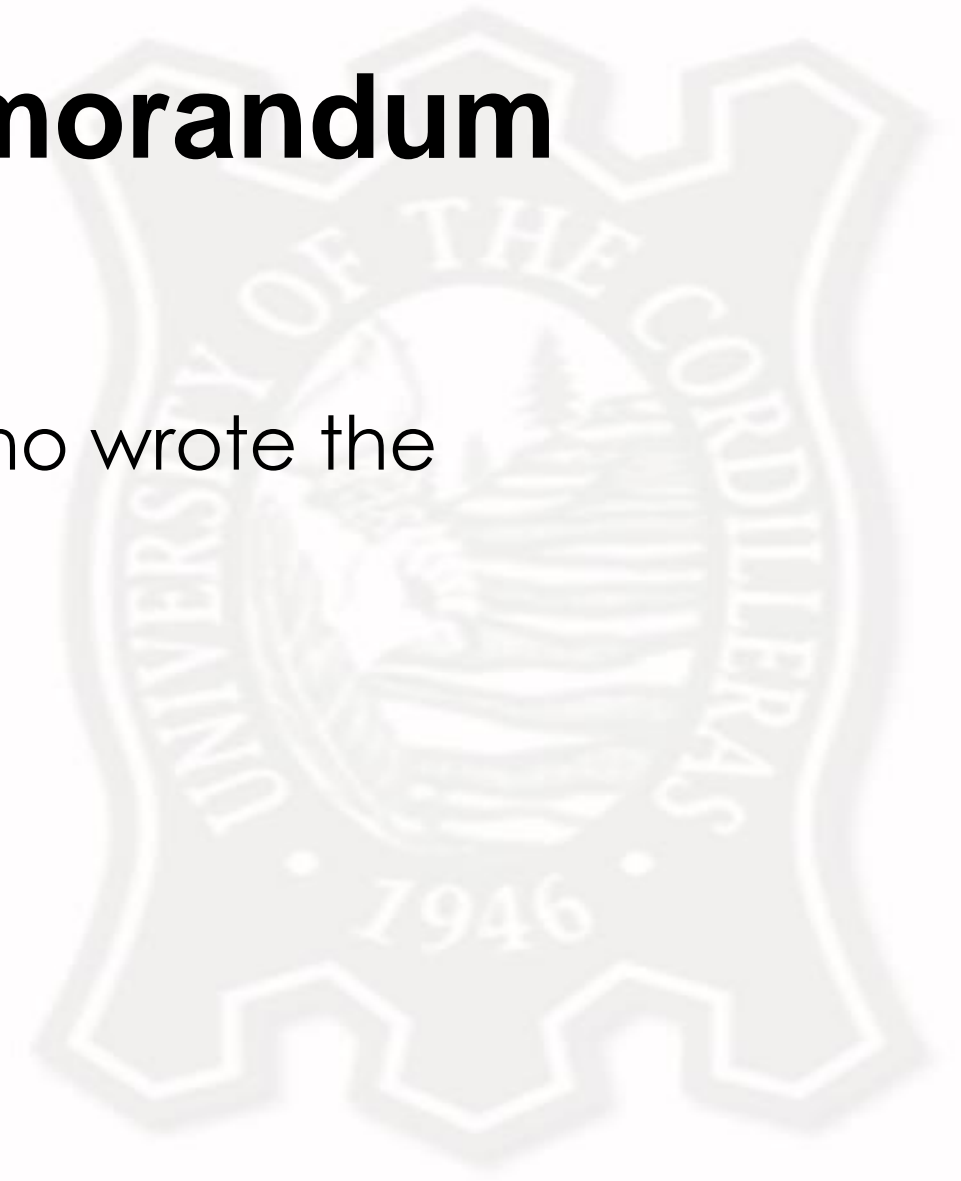
- Indented from the “For” header
- Includes the immediate officers / heads / supervisors that the letter would pass through:
 - Your own officer / head
 - The officer / head of the persons you are writing the letter for (especially if in different departments)
- Not included if the letter will go to your own officer / head / supervisor



Parts of a Company Memorandum

Employee Header – From

- Name and position of the person who wrote the memorandum



Parts of a Company Memorandum

Re

- Sometimes referred to as Subject
- Summarized topic of the body of the letter



Parts of a Company Memorandum

Body of the Letter

- Depending on the topic, the body of the letter would vary
- Common contents include the following:
 - Purpose of the memo (first paragraph)
 - Details of the memo (subsequent paragraphs)
 - Call to action (last paragraph)
 - Noted by (end of the letter, if there is anyone who needs to note the memorandum)





The Interview Process

Preparing for an Interview | Common Interview Questions | Best Practices for an Interview



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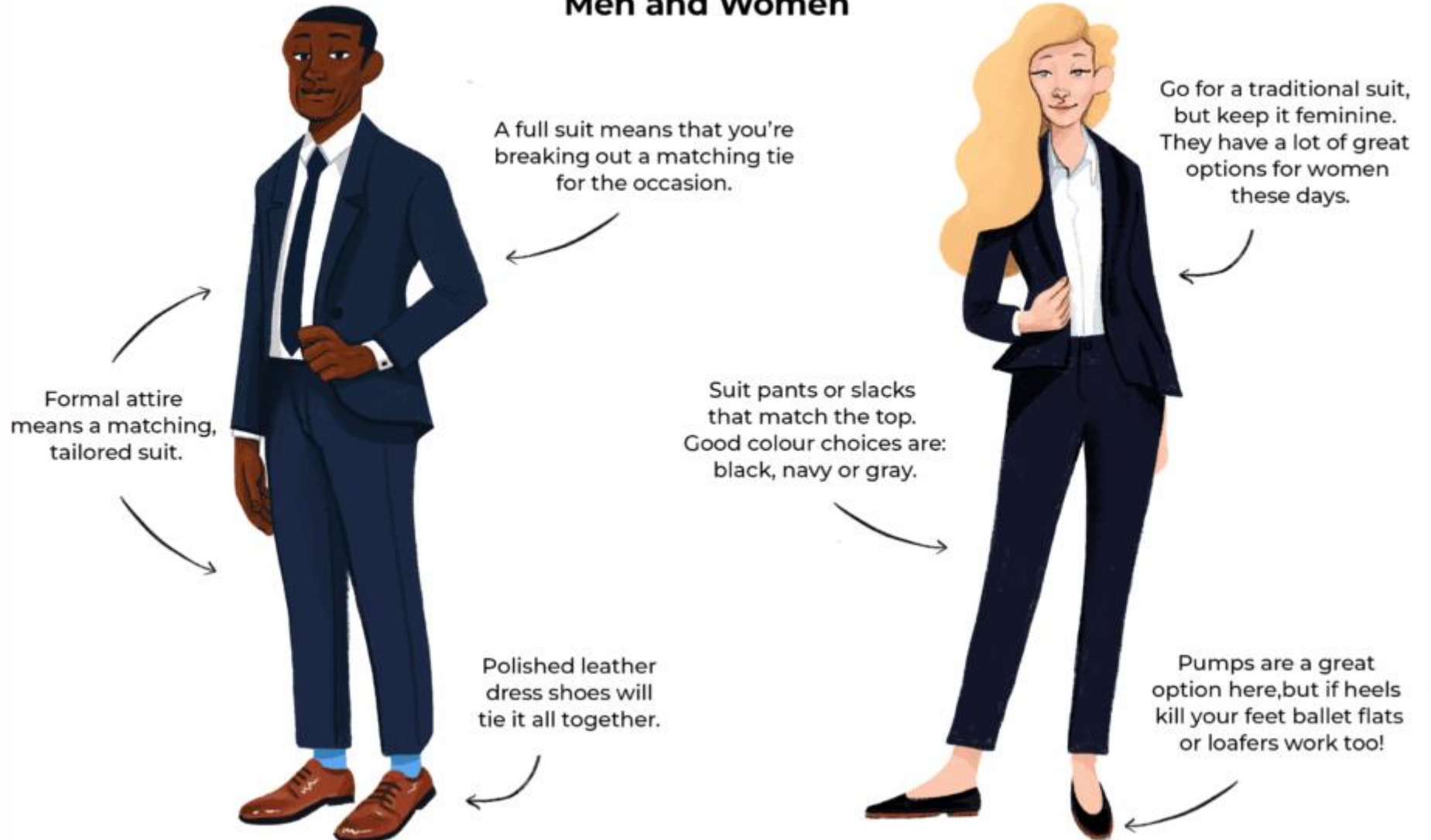
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Dress Code

- Dress according to the job that you want to take
- Safest option: business formal

Business Formal

Men and Women



Common Interview Questions

1. Tell me about yourself.
2. Why do you want to work in this company?
3. What are your expectations for this job?
4. What is your biggest strength?
5. What is your biggest weakness?
6. Are you a leader or a team player?
7. Tell me an experience of when you had a conflict with someone else and how did you resolve it.
8. Where do you see yourself in 5/10 years?
9. Why should we hire you?
10. Do you have any questions for me?



What is your biggest weakness?

- Used to determine how you try to improve yourself
- Do NOT answer “I do not have any weaknesses”
 - Too arrogant, resistant to change, or have not had experience
 - Others would say their biggest weakness hidden as a strength (Example: being a perfectionist)
- Be honest, but ensure that your biggest weakness is not critical to the job
 - Example: being lazy
- Include how you are improving yourself to overcome that weakness



Tell me an experience of when you had a conflict with someone else and how did you resolve it.

- Used to determine how you resolve team conflict
 - Sometimes interpreted as being able to be “the winner” of the conflict, which is untrue
 - Looks into how you can take everyone’s best interests to resolve the situation



Tell me an experience of when you had a conflict with someone else and how did you resolve it.

- Use the **STAR (situation, task, action, result) method**
 - Situation: Specific conflict or challenge seen in your professional or academic work
 - Task: Your role in the conflict
 - Action: Steps you took to resolve the conflict
 - Result: Description of the results of your actions



During an Interview

- Arrive at the interview venue around 10 minutes before the start of the interview
- Prevent bringing too many things with you
- Turn off your phone, or put it in silent / vibrate mode
- Greet the interviewer with a simple greeting
- Relax
- Talk as if you are talking to a mentor / someone that you respect
- Prevent being too formal; bring your sense of humor

