### What Will You Learn?

This lesson is designed to help you **become a confident communicator** at work — whether you're writing emails, talking to your boss, or working in a team.

By the end of this lesson, you will:

- Speak clearly and professionally
- **☑** Use body language the right way
- Write effective and polite messages
- V Become a better listener
- Avoid common communication mistakes

# Topics We'll Cover

#### Verbal Communication

- How to speak clearly and confidently
- Choosing the right words
- Speaking in meetings or interviews

### Non-Verbal Communication

- Making eye contact
- Using gestures properly
- Smiling and showing confidence

#### Written Communication

- Writing professional emails and messages
- Avoiding spelling/grammar mistakes
- Keeping your tone polite and respectful

## Listening Skills

- How to really *listen* (not just hear)
- Asking good questions
- Showing interest when someone is talking

### M Barriers to Good Communication

- Common problems (e.g., noise, confusion)
- How to avoid misunderstandings
- Dealing with language or cultural differences

# Fun Activity

Match the right communication method with the situation:

Situation	Best Communicatio n Method
Giving feedback to a teammate	Face-to-face conversation
Sharing project updates	Email or group chat
Welcoming a new colleague	Smile + friendly introduction

(Complete this table during the lecture)



### Think about this:

Have you ever had a misunderstanding because of bad communication?

- → Write 1 short paragraph (around 100–150 words) explaining:
  - What happened?
  - What went wrong?
  - How could you fix it using what you've learned?

## What You'll Gain

- 🌟 After this lesson, you'll:
  - Feel more confident in interviews
  - Write better emails and messages
  - Work better in teams
  - Avoid workplace drama caused by poor communication!

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