

# TALENT ACCELERATOR PROGRAMME: COMMUNICATION SKILLS FOR THE WORKPLACE

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13 April 2023  
10am – 12.30pm



# Objectives

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By the end of today's session, you should be able to:

- x describe the different kinds of communication challenges at work
- x explain what internal and external communication is
- x apply specific action steps to enhance effective communication



# Possible Communication Challenges

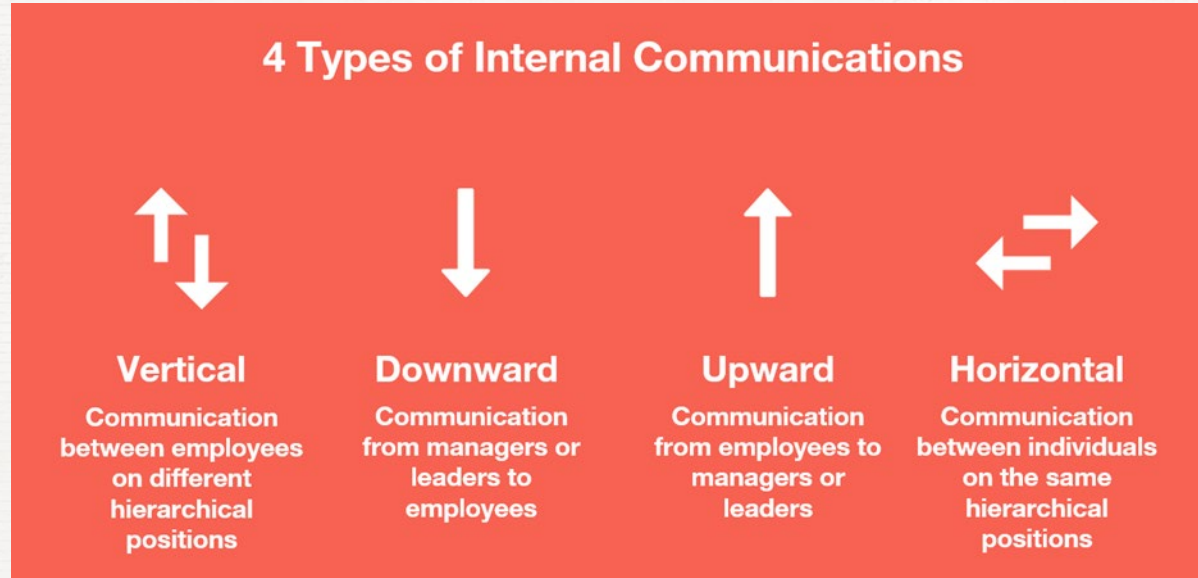
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- x Talking to superiors
- x Making friends
- x Feeling misunderstood
- x Making mistakes
- x Adapting to the work environment



# What We Have Learnt

## x Internal & External Communication





# What We Have Learnt

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- x The language used while communicating  
↑ upward is FORMAL.
- x Be FORMAL in your communication unless told otherwise.
- x Clarify when unsure.
- x Apologise when in the wrong.



# Scenario 1



# Scenario 1 – Workplace Troubles

Ryan has dyslexia and is a new employee at ABC Corporation.

Ryan's manager is upset with him. He thinks he is an intelligent worker, but really lazy.

Ryan is not lazy. His dyslexia makes it hard for him to work efficiently. He often delays sending out emails because he is terrified that there will be obvious mistakes that make him look bad or make people question his abilities. He must read his emails 4-6 times before he sends them out. Sometimes, he even asks his colleagues to write the emails on his behalf. His slowness sending important emails has affected his productivity.

Ryan also has difficulty receiving instructions. When his boss gives him instructions, Ryan mixes up the steps and the order in which they should be completed. When he attempts a task, he forgets important steps or does them in the wrong order.

Ryan also has poor time management skills. He finds the day passes by so quickly and he does not know how to get all his work done on time. He often stays back late to complete his work and takes work home on weekends. In addition, Ryan arrives late for work and sometimes forgets to attend meetings.



# Scenario 2





# Scenario 2 – Sharing an Opinion

Jason has ADHD and is a new recruit in Peachtree Investment Pte Ltd.

He is required to attend the monthly team meeting but finds the meetings really boring. The management seems to speak a lot about problems but do not come up with solutions. Jason shakes his leg under the table and taps his fingers. He finds it hard to sit still. Despite his attempts to hide his fidgetiness, his colleagues and managers give him angry looks, so he stops.

Jason is young and ambitious and really wants to make a difference in this company but feels the people in his company are too old-fashioned and not willing to change with the times. When asked his opinion, he speaks rapidly and loudly which the others interpret as anger, but which he sees as showing passion for the company. When a colleague comments on what Jason said, he restates his point by interrupting and speaking louder than her. Jason really feels that he has good ideas and finds it hard to consider a perspective other than his own.

After the meeting, Jason's manager speaks to Jason and says that his behavior in the meeting was not acceptable and that he needs to listen to others and share his opinions politely in meetings and around the office. Jason is angry and feels that the company does not appreciate him.



# Scenario 3



## Scenario 3 - Communicating with Management

Raj has been working at Omega Programming Pte Ltd for three months.

One day, Raj comes across a document that he has never seen before and feels confused about how he should deal with it. At that point, he remembers that on his first day of work, his manager said: “If you need any help, just let me know and I will be happy to help” so Raj walks over to his manager’s office and sees that he is in a meeting with two other staff. Wanting to resolve his problem quickly, Raj decides to walk in and ask for help.

Instead of being happy, his manager speaks to him in a loud voice: “Why are you here? Can’t you wait your turn?” Raj apologizes and stands outside the door waiting for his turn. For some reason, this irritates Raj’s manager, who comes out and says sternly, “You can go back to your desk right now. We will talk later.” Raj is not sure why his manager is using an angry tone and this makes him feel angry too. His manager must have lied to him on his first day of work.

Later, Raj’s manager comes to his desk to sort out the problem. He is kind, but Raj is really upset and tells his manager that he must learn to be “more responsible, especially when dealing with new staff.” Raj’s manager walks away without helping. Raj feels that he has done something wrong, but he is not sure what.

