**Winning Edge Undergraduate Skill Development Programme**

**Center for Communication Skill Development**

**Sri Lanka Technological Campus**

**CSD201/ Platinum Level – Lesson 01 (Task sheet)**

**Different Modes of Communication in Professional Career**

**AA1678**

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**Lesson Objectives**

To refresh their knowledge on Business Communication.

To identify the types/modes of communication in workplace

To apply the acquired knowledge on written or oral communication into professional scenarios.

To effectively communicate in any professional scenario

Communicate appropriately in workplace

**Warmup Activity**

Try to answer the following questions.

**How important is good communication? Select the most suitable answers**

1. A good communicator
2. speaks clearly
3. listens carefully to what is being said
4. checks that the message is right
5. says too much, too quickly.
6. The results of good communication are that
7. the message is heard correctly
8. the message is understood correctly
9. there is information overload (too much information).
10. the message is clarified (checked and made clear)
11. Good communication is important for tourism because
12. all tourists are rich.
13. messages about tours and travel are important
14. if you get the message right, you will avoid costs and bad feelings
15. you need to listen more carefully to tourists than to locals because they may have different expectations (ideas about how things should be done)

**Let’s Practice 1.1**

 Watch me : <https://youtu.be/Ikbn73iL3m4>

1. What are the common modes of communication?
   * 1. In-person
     2. Audio/Video
     3. Text
     4. All of the above
2. ii. What is the odd answer regarding the methods of communication?
   * 1. One-way
     2. Two-way
     3. Three-way
     4. Collaborative
3. Write example for the different methods of communication in from workplace communication

One-way : Send out Memo to all staff

Use voice mail

Two-way: A lunch meeting between two people

An employee sends an email to the boss.

Collaborative: Team Discussion

Group problem solving session

1. What are the three specific modes of Communication?

Interpersonal

Interpretive

Presentational

1. Describe each mode of communication according to the video in point form with examples.

**Interpersonal Mode**

Use Two-way Communication

This is Meaningful

Speaking ,;listening ,reading and writing are mostly use for interpersonal mode.

Example – Conversations, interviews ,exchanging text messages

**Interpretive Mode**

Use one-way receptive communication

No active exchange

listening ,reading and viewing are mostly use for interpretive mode.

Example-novels , blogs ,music. radio

**Presentational Mode**

Use One-way communication

Presentation not exchange ; inform ,explain , persuade

listening ,reading and viewing are mostly use for Presentational mode.

Example-article , brochure , documentary

**Let’s Practice 1.2**

 Watch me : <https://youtu.be/Al3L6cnCmMU>

* + - 1. Watch the video and explain the 4 styles of communication mentioned in the video in a workplace with examples. (100-

150 words)

# 4 Communication Styles In The Workplace

There are four different types of communication in the workplace.

Those communication styles are,

* analytical communication
* personal communication
* intuitive communication
* Functional communication

**Analytical communication**

Analytical communicators often prefer very complex numbers and data. They see the inaccuracies in that data as disgusting. These individuals often present data and facts in commanding terms.analytical communicators avoid emotionally language. example meeting, marketing campaign.

**personal communication**

Personal communication can be defined as any source that a reader cannot retrieve. Take, for example, conversations, emails, text messages, phone conversations, online chats.

**Intuitive communication**

Much different than intuitive communicators and analytical communicators. intuitive communicators like to do an overview. They use easy-to-understand apricots like big pictures. They provide many visual examples of communication, such as charts, diagrams, or examples.

**Functional communication**

These communicators are active communicators with a well thought out plan of details, processes, and timelines. They also want to improve when it comes to asking questions. They prefer completed plans.

**Let’s Practice 1.3**

Read the scenario given below and answer the questions.

Janaka and Iresha are planning a fundraising event. In their first meeting Janaka appointed Iresha as the person responsible for preparing a timeline of activities. Iresha prepares a timeline of activities and emails it to Janaka for approval before she proceeds. Unfortunately, the email gets deposited into Janaka ’s “junk mail” folder instead of his inbox, so Janaka never responds to it. As a result, their fundraising plans are delayed.

i. Which of the essential elements of communication identified in the reading were the sources of the problem that Janaka and Iresha encountered? (100 -150 words)

a) The message (the timeline) and the channel (email)

b) The source (Janaka) and the receiver (Iresha)

c) The channel (email) and the context (Janaka’s expectation of an answer from Iresha)

d) The context (Janaka’s expectation of an answer from Iresha) and the

interference (the email system’s email routing error)

e) The receiver (Iresha) and the feedback (Iresha’s failure to respond)

According to the problem faced by Janaka and Iresha it can be taken under personal communication.The problem here is that even though we received the email to the relevant person, we did not receive a proper reply.We can cite these as essential elements of this personal communication.

Source, Message, Channel, Receiver Feedback, Environment, Context, InterferenceThey are examples.This problem occurred because the message did not go to the email inbox and went to junk files.A different mode of communication can be used to solve that problem. We can make a whatsapp message. We can use such solutions.

ii. What should have been done?

It is possible to send the schedule to a person using whatsapp . Or she could send an e-mail directly to the e-mail and let them know to check the email.

iii. What were the results of poor communication in that situation?

Failure of the recipient to receive the message properly and to receive the expected feedback from him again.

iv. How could have you fix that problem?

Send a message using a medium like whatsapp or resend email .

v. What could it be improved for next time?

Media of communication and mode of communication.

You can choose a faster and safer medium for communication.