

## **CSC3001 IWSP Back to Campus**

### **Workshop: *Effective Interpersonal Communication in the Workplace***

#### **Homework Brief**

1.1 Students should review and complete the work set in the CCS Workplace Communication e-resources at this weblink:

<https://xsite.singaporetech.edu.sg/d2l/home/28092>

1.2 Students need to write the minutes of one team discussion meeting and submit it to the workshop facilitator.

1.3 Students must come prepared with a complete a set of presentation slides and give a workplace-focused presentation.

#### **HOW TO CONDUCT THE TEAM MEETING**

2.1 Agree on a common day and time to meet up in 2-3 weeks' time (either online or in person).

2.2 During the meeting, check in on each other by taking turns to share (keep to 10 mins per person):

2.2.1 What ideas had you developed before returning to the workplace after the last workshop on how to manage any challenging relationship better?

2.2.2 What specific actions did you take to resolve your communication challenge?

2.2.3 What changes followed? Reflect on your overall workplace experience, including the expectations you have of others (supervisors, peers, clients, subordinates, etc.) and the expectations they have of you, and any transformation your might have gone through.

2.3 Select ONE (or you can combine two workplace communication challenges) that the team feels you would like to use as a case study.

2.3.1 Brainstorm together for a set of guidelines for *managing/improving workplace communication and relationships*. To find feasible solutions, you may use the sources in the reference list below to help you.

2.3.2. Write up your discussion and assigned teamwork in a proper, formal minutes of meeting.

2.3.3. The minutes of meeting is to be submitted by Session 2 of this WORKSHOP (2 Dec, 2-5PM)

#### **BEFORE WORKSHOP SESSION #2**

3.1 Come prepared to Workshop Session #2 to present your team's set of guidelines on with a set of POWERPOINT SLIDES.

## REFERENCE LIST OF HELPFUL RESOURCES:

### Managing Workplace Communication and Relationships -

1. How to Resolve Workplace Conflict:  
<https://www.shrm.org/hr-today/news/hr-magazine/Pages/070815-conflict-management.aspx>
3. Problem Solving:  
<https://www.skillsyouneed.com/ips/problem-solving.html>
4. Five Components of Emotional Intelligence:  
<http://inspirebusinesssolutions.com/blog/5-main-components-of-emotional-intelligence>
5. Steps to Building an Effective Team:  
<https://hr.berkeley.edu/hr-network/central-guide-managing-hr/managing-hr/interaction/team-building/steps>
6. What is Change Management and How Does It Work?  
<https://www.prosci.com/resources/articles/the-what-why-and-how-of-change-management>
7. The Design Thinking Approach:  
<https://www.ideo.com/pages/design-thinking>
8. Consulting is More Than Giving Advice:  
<https://hbr.org/1982/09/consulting-is-more-than-giving-advice>
9. Understanding the Johari Window for Interpersonal Communication:  
<https://youtu.be/-7FhcvoVK8s>
10. Thomas-Kilmann Conflict Management illustrated:  
<https://www.youtube.com/watch?v=PFlydyH2H8Y>
11. De-escalating Workplace Conflict  
<https://www.businessknowhow.com/manage/persconflict.htm>

### How to Conduct an Effective Meeting -

12. Running an Effective Meeting:

<http://www.engineeringandleadership.com/the-engineers-guide-to-running-productive-meetings/>

13. The Purpose of Meetings:

<https://www.coursera.org/learn/relationship-management/lecture/tMCC8/purposes-of-meetings>

### **How to Write Minutes of Meeting -**

14. Writing Minutes:

<https://www.wildapricot.com/articles/how-to-write-meeting-minutes>

### **Tips for Better Presentations -**

15. Presentation Excellence

<https://www.presentationzen.com/>

16. Presentation Tips

<http://www.garrreynolds.com/tips/>