

COMMUNICATION 1

Watch the video. Complete the chart with the options below.

- Use an appropriate tone (polite and friendly)
- Consider the size and familiarity of the group
- Adjust the level of formality accordingly
- Style: Maintain professional language, correct grammar and spelling
- Consider if communication should be public or private
- Match the medium to the audience's preference
- Include all the necessary information.
- Use clear, simple language

	HOW TO COMMUNICATE SUCCESSFULLY
Key Aspect	Main Ideas
The Message	<ul style="list-style-type: none">- _____- Objective: People should understand what you say- Think about your message before speaking or writing.- _____
The Audience	<ul style="list-style-type: none">- _____ (a small group you know well, a large meeting where you don't know the people)- _____ that is, from formal to informal.- Formal and strong presentations require more details and structure.
The Medium	<ul style="list-style-type: none">- Choose between speaking (<i>in person, on the phone, in a video call</i>) or writing (<i>email, chat, text</i>)- Face-to-face communication allows you to perceive people's reactions to your message.- Each medium affects communication differently.- _____- Keep a record of your communication - written communication provides a record.- _____- Think about what the other person wants.
The Delivery	<ul style="list-style-type: none">- Deliver the message professionally- _____- Pay attention to body language and facial expressions; show interest and involvement- _____- Errors in tone and style can lead to misunderstandings.
	<p>These four elements have an effect on</p> <ul style="list-style-type: none">- how well people understand you &- how well you communicate.

