

COE3200
ASSIGNMENT 06

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COE3200 Communication Skills for Computing

Assignment 6 - Communication Theories

How am I going to be an effective communicator in my workplace.

The workplace is The Broadland Hydro-Power Plant of Ceylon Electricity Board

- *Verbal and nonverbal communication*

The language must be understood by everyone and relevant to the situation. Vocabulary needs to be suitable for the receiver. Verbal communication ought to be polite and professional. Written communication is concise. The letter format is full block, semi block or modified block. Printed documents are superior to handwritten ones. The ability to convert complex written ideas into simple verbal terms is a must. Nonverbal communications such as Engineering drawings and Mathematical equations are explained in simple terms in both verbal and nonverbal communication.

- *Online and social media use*

The profiles in all social media must appear as professional. Do not perform any activity which can damage the personality since senior staff can lose perception. GitHub website communicates skills and commitment in the workplace. LinkedIn website shows the working experience, and it is similar to the resume. Building an online portfolio to showcase skills induces the working profile. Exploring online resources facilitates advancing comprehension of the workplace. Social media to promote the company improves reputation.

- *Building relationships*

Communicating your problems related to the workplace with senior officials builds up relationships. The vocabulary must be professional but unique. Be active and available always to get attention from coworkers. Joining extracurricular activities such as clubs and societies makes room for new relationships. Participating in trips with people in the workplace gives more opportunities to recognize new people. Using more widely used language such as English attracts people from other languages to build relationships.

- *Treating your customers/ Client etc.*

Communication with the clients is highly important as such it leads to bonding relationships. WhatsApp, Telegram and chat environments such as communication are the key to delivery satisfying services. Electricity breakdown complaints by clients need to be instantly answered. The fixing team must be informed as quickly as possible to fix the disconnect. Power cable management sessions are to be communicated to the affecting people in advance about disconnecting power in a certain period. Monthly electricity consumption cost is communicated clearly with clients.

- *Dress code*

The dress code shapes professionalism. It transmits power and motivation for others to be professional. Dress is washed every day to be clean. The smell needs to be pleasant. The type of attire depends on the situation which is on the company calendar. Wearing helmets and boots in the power plant construction site is a must. The color of the dress is similar to your level coworkers because it gives a certain group-oriented mindset. The haircut and maintained beard are important in the attire.

- *Events/ meetings/ gatherings/ meals/ networking events etc.*

Participating in important occasions held by the company gains more attachment with others. Communicating with others figures similar interests which does not happen otherwise. Raising questions in meetings makes a unique person by others. Networking on LinkedIn, Stack Overflow, GitHub et al builds new relationships over the globe. Giving treatments on a birthday or any other special day increases the chances of noticing by others. Participating in sports meets, cricket festivals, Aurudu festivals etc. are ways to improve communication.

Word Count: 480