



WE Pointers: Resumes

- The WE Program is not an internship. It should **not** be listed under Experience.
- Photographs are unnecessary.
- Use links on you resumes. Information should be accessible at all times.
- Permissions will not be requested. You must grant access in advance.
- LaTeX is highly recommended for technical resumes.
- PDFs always.
- Minimal design. Icons complicate things unnecessarily.
- Google does not use ATS. Other companies do!



WE Pointers: Remember

- Add your Immersion Week Notes to the folder!
- Submit your immersion week assignments by November 4th!
- Update LinkedIn!



WE Pointers: Remember

Next Week:

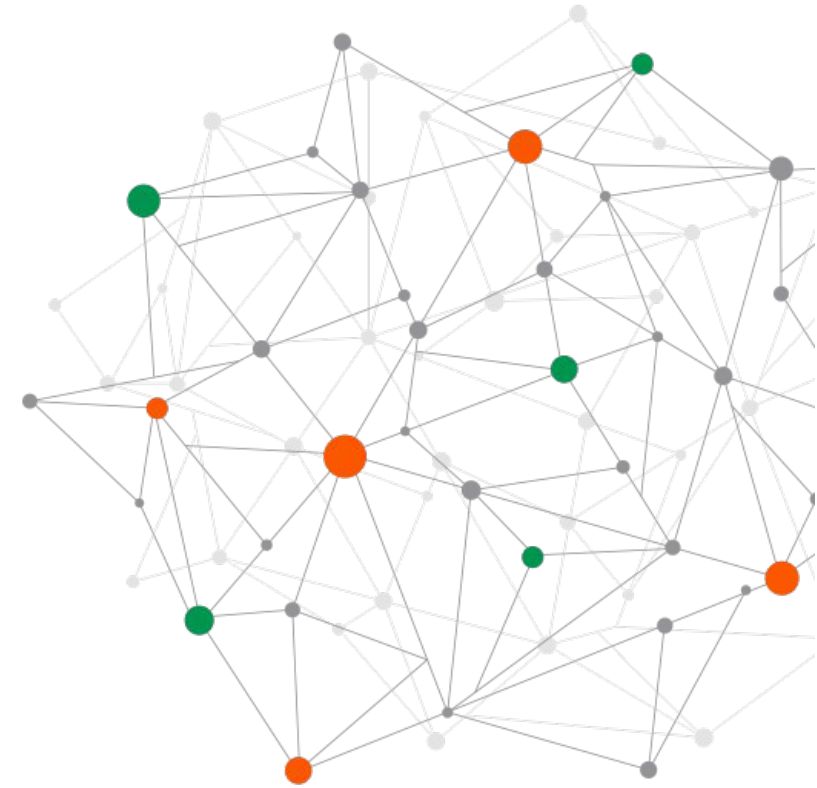
LinkedIn Profile Check

Corporate Skills Module 2:

Session 3: Crossing the Chasm

"Good communication is the bridge between confusion and clarity" - Nat Turner

October 2023





WIIFM

By the end of this session you will be able to do the following with efficiency and clarity:

1. Ask for information
2. Share information
3. Seek permission
4. Give feedback



Recipe for Successful Communication

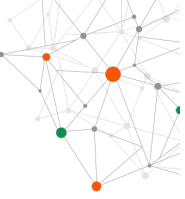




Mini Activity

You missed an important meeting where a decision was made on what computers to use in the company. You ask your colleague to share the details with you. What questions do you ask?





Asking For Information:

Focus the discussion

Open ended questions

Closed ended questions

Use active listening gestures

Summarize



Example

Focus the discussion on the specific information you need

“I need to ask you about the computer meeting you attended yesterday”.

Open-ended question to expand the discussion

“What kinds of decisions were made regarding expansion of our departmental system”?

Close-ended question to get specifics

“Did the committee decide to buy Dell computers”?

Use active listening skills to understand what you are hearing

“What I think I heard you say was that the decision was made”?

Summarize and close the discussion

“So to wrap up, the system will expand and we will be using Dells. Thanks for keeping me up to date”.



Sharing Information:

State the main point

Highlight the other important points

Assure receiver's understanding

Respond to receiver

Emphasize/Summarize



Example

State the main point of your message

“I’d like to talk to you about the new employee welcome program”.

Highlight other important points

“We need to discuss the new schedule, locations, and presenters”.

Assure the receiver’s understanding

“Do you need me to further clarify how we are making invitations”?

Respond to the receiver

“I understand your concern about parking”.

Emphasize/summarize your main ideas

“To wrap-up, I’ll develop the schedule and make the room reservations, if you can line up the guest speakers”.



Seeking Permission:

State the purpose

Tell them specifically why you need permission

Address and describe your feelings

Tender specific action steps

Emphasize/Summarize



Example

State the purpose:

“Excuse me I am _____ from _____. I need your permission; I would like to take leave for five days”.

Tell specifically why you need permission:

“I would like to attend my sister’s wedding which is to be celebrated on the 10th”.

Address and describe your feelings:

“I would like to be with her on her special day”.

Tender specific action steps:

“I understand that I would be _____

Express your commitment:

“I promise to complete the action items when I return



Sharing Feedback:

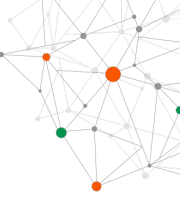
State the constructive purpose of your feedback

Tell them specifically what you have observed

Address and describe your reactions

Tender specific suggestions for improvement

Express your support and respect for the person



Example

State the constructive purpose of your feedback

“I’d like to give you some feedback about your training style so that your evaluations will be more positive and you will enjoy it more”.

Tell specifically what you have observed

“I notice that you rely heavily on your notes”.

Address and describe your reactions

“I feel as though you are unsure of yourself when you read”.

Tender specific suggestions for improvement

“I can help you develop a PowerPoint presentation so that you can use the screens as a cue instead of being tied to your notes”.

Express your support for the person

“You know a lot about the subject. With practice you can become a good trainer”.



what's the
opposite of
tactful?



tactless, indiscreet,
thoughtless, untactful,
careless, impolite, uncivil,
unmannerly, foolish, rude



 Thesaurus.plus

Always be TACTFUL

Think before you speak

Apologize quickly when you blunder

Converse, don't compete

Time your comments

Focus on behavior – not personality

Uncover hidden feelings

Listen to feedback

Thank You



talentsprint.com

