



COMMUNICATION

COMMUNICATION SKILLS



Everything you
need for
workplace
success!



Test your knowledge of communication skills!



Employers love these skills.

And you already have them.

But you can boost them over time.

And they help you grow as a person.

By the end of this video you will...



See why
communication is
important

See how to show your
communication skills
in study, work and life

Spot different ways
of communicating

What are communication skills?



- 1 How do you LISTEN to others?
- 2 How do you SHARE what you have to say?
- 3 Doing these things well shows good communication skills.

What are communication skills?



- 4 You listen carefully to instructions and opinions, so you understand what's being said.
- 5 You share your own ideas in a way that makes people want to listen.

Why are communication skills important?



Smart phones. Films.
Every great idea in the
world happened because
people shared ideas.
Communication skills are
the glue that helps society
grow.

Getting better at
listening and sharing
your ideas will help you
get on with people, learn
new things and make
your mark in life.

You've been learning
communication skills
since you were a baby.
And there's still so much
to learn!



What are the 5 top ways of communicating in life and work?



1. SPEAKING

**EXAMPLE: WORK
PHONE CALLS**



Communication, speaking and work phone calls



In some jobs you need good phone skills for helping customers or having meetings.

Can you be polite on the phone, listen carefully to customer problems, stay calm and give clear advice? Your great phone manner is **REALLY** important to any employer. After all, you are the voice of their company!

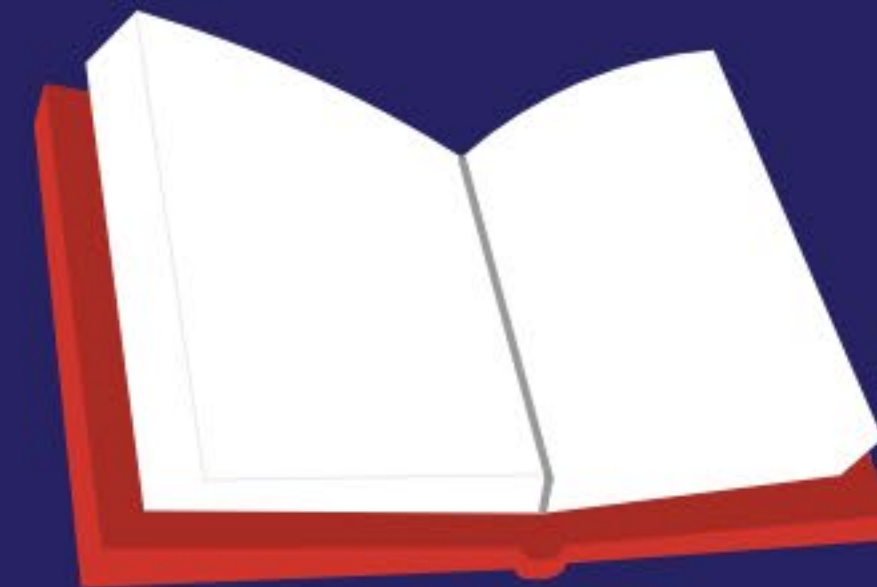


What are the 5 top ways of communicating in life and work?



2. READING

EXAMPLE:
INSTRUCTIONS, WORK
BRIEFS





Communication and reading

Many jobs involve reading carefully to make sure you understand what is being said.

If a boss gives you written instructions, always read them through more than once.

Check you really understand what is being asked.



TOP TIP: The same goes for exam questions!

What are the 5 top ways of communicating in life and work?



3. WRITING

**EXAMPLE:
WORK EMAILS**



Communication, writing and work emails



Many jobs involve writing emails or writing reports. It's not like texting... you must be polite and professional.

Always **CHECK** your spelling and grammar before you hit **PRINT** or **SEND**.

Applying for jobs? Check you have the person/company name right, and address them as "Dear...", not "Hi...".
Show you're being professional about applying.



What are the 5 top ways of communicating in life and work?



4. PRESENTING

**EXAMPLE: WORK
PRESENTATIONS,
MEETINGS**



Communication and presenting your ideas



Sometimes you will present your work to a group.

Got butterflies in your stomach? It's okay.

- Speak slowly and clearly.
- Practise your presentation before you give it.
- Check your body language is confident and open.
This will all help you get your message across!



What are the 5 top ways of communicating in life and work?



**5. BODY
LANGUAGE**

**EXAMPLE: JOB
INTERVIEWS,
PERFORMANCE
REVIEWS**



Communicating with body language

How do you speak without using words in job interviews, assessments or performance reviews? **Body language!**

- **Make eye contact with others**
- **Don't cross your arms when you talk or listen**
 - **Don't look bored or fidget**

These are just some ways to show you are confident, open to new ideas, and interested in what people say.



Boosting communication as a student



Here are the 4 most important communication skills:

Reading

Listening
Carefully

Writing

Expressing
yourself well



How do reading, writing, listening and expressing yourself help?

These skills will help you:

- Understand what's being said
- Soak up information like a sponge
- Present homework and projects clearly

And...

- Give speeches and presentations with confidence
- Ask questions to boost your knowledge
- Share your thoughts in a way that makes people want to listen

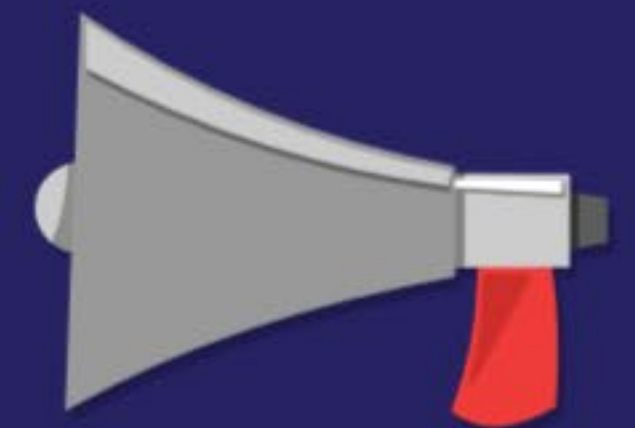


Good communication in the world of work



You may be dealing with customers, working with your team mates or learning from the boss.

It's all about good communication!



Good communication in the world of work



Write reports and cover letters with confidence

Send professional emails that make the brand you work for look good

Impress customers and clients with your great phone manner

How else can communication help at work?



Get on with your manager and people in your team

Network to find new opportunities

Share your ideas in a way that inspires people

Impress at job interviews



Boosting communication skills as a student



Practise your reading and writing skills

Have a go at the debating society, or volunteer to be class rep to share student views

Working on a group project?
Listen to ideas and share your own!

Boosting communication at work



Always double-check emails before you hit send

Do your best to be good with details and shine when you do work reports

Going to a team meeting? Write down what is said

