



Student Name: _____

Class: _____

Due Date: _____

Introduction to Workplace Communication

Essential Understanding:

- Importance of effective communication in the workplace
- Verbal and non-verbal communication skills
- Basic literacy and numeracy skills for workplace communication

Complete these concept checks:

1. Define and give an example of effective communication in the workplace

2. Explain the difference between verbal and non-verbal communication

Activity 1: Workplace Communication Scenarios

Read the following scenarios and answer the questions:

1. You are a new employee in a retail store. Your manager asks you to restock the shelves. How would you respond?

2. You are working in a team to complete a project. One of your team members is not pulling their weight. How would you communicate your concerns to them?

Supporting Resources:

- Visual aids: diagrams, flowcharts, and pictures to support understanding
- Literacy support: simplified language, short sentences, and clear instructions

Activity 2: Workplace Communication Role-Play

Work in pairs to complete the following role-plays:

1. You are a customer service representative. A customer is complaining about a product. How would you respond?

2. You are a team leader. One of your team members is struggling with a task. How would you provide support and guidance?

Supporting Resources:

- Auditory cues: audio recordings, podcasts, and verbal instructions
- Numeracy support: basic calculations, simple statistics, and visual representations of data

Activity 3: Workplace Communication Written Task

Write a short report (approx. 100-150 words) on the importance of effective communication in the workplace.

Supporting Resources:

- Kinesthetic strategies: hands-on activities, mind maps, and graphic organizers
- Literacy support: writing frames, sentence starters, and word banks

Reflection

After completing the activities, take a few minutes to reflect on your learning:

1. What did you learn about workplace communication?

2. What challenges did you face, and how did you overcome them?

To support your child without doing the work for them:

- Encourage your child to read the instructions carefully and ask questions if they are unsure
- Provide a quiet and comfortable workspace for your child to complete the activities
- Offer support and guidance, but avoid giving them the answers

Complete the following questions to assess your understanding of workplace communication:

1. What is the importance of effective communication in the workplace?

2. How can you demonstrate verbal and non-verbal communication skills in a workplace setting?

Conclusion

Congratulations on completing the introduction to workplace communication!

Remember that effective communication is essential in any workplace setting. Continue to practice and develop your skills to become a successful and effective communicator.