

Name: _____

Date: _____

Professional Communication

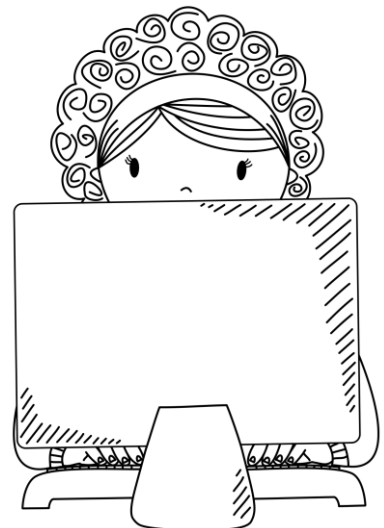
Good communication is important whether you're in school, working a part-time job, or volunteering. It helps you share information clearly, respectfully, and effectively. This handout covers the basics of professional communication, including how to write a professional email, how to talk to people effectively, and how to use body language.

Email Etiquette

When you're sending a professional email, there are some simple rules to follow so your message is clear, respectful, and gets the point across.

Parts of a Professional Email:

- **Subject Line:** The subject line is like the title of your email. It should be short and let the person know what the email is about.
 - **Example:** "Request for Schedule Change"
- **Greeting:** Start your email with a polite greeting. If you know the person's name, use it.
 - **Example:** "Good afternoon Ms. Lee," or "Hello,"
- **Body:** Write your email in a way that's easy to understand. Start with a quick intro if needed, say what you need clearly, and include any important details.
 - **Example:** "I hope you're doing well. I'm writing to request a change in my schedule next weekend. I have a family event on Saturday, so I was hoping if I could switch to another shift. I am available to take a shift on Friday night or on Sunday."
- **Closing:** Finish your email with a polite sign-off.
 - **Example:** "Thanks, [Your Name]"
- **Signature:** Include your full name and, if needed, any other contact details.
 - **Example:** "Thanks, Jordan Smith"



Verbal Communication

Talking to people in a professional setting is more than just saying words. It's also about how you say them.

Key Elements of Verbal Communication:

- **Tone:** Your tone of voice shows how you feel. In a professional setting, it's important to sound positive and respectful.
 - **Example:** When giving feedback to a teammate or peer, use a helpful tone instead of a harsh one. For instance, rather than, "You're doing it wrong," say, "It would be better if we tried doing the task this way."
- **Clarity:** Speak clearly and at a good speed. Avoid using confusing words or slang unless you're sure the other person understands.
 - **Example:** Instead of saying, "That task was a mess," say, "The task didn't go as planned; we need to fix it."
- **Active Listening:** Good communication isn't just about talking; it's also about listening. Show you're listening by nodding, making eye contact, and responding when it's your turn.
 - **Example:** During a team discussion, listen to what others are saying without interrupting, then add your thoughts.

Non-Verbal Communication

What you don't say can be just as important as what you do say. Your body language, facial expressions, and eye contact all send messages.

Key Aspects of Non-Verbal Communication:

- **Body Language:** How you stand, sit, and move can say a lot about you. Relaxed, open body language shows you're friendly and paying attention.
 - **Example:** Standing with your arms uncrossed and facing the person you're talking to shows you're open and engaged.
- **Facial Expressions:** Your facial expressions can show how you really feel. Smiling, nodding, or showing concern when needed helps support what you're saying.
 - **Example:** Smiling when greeting someone or nodding while they're talking shows you're interested and friendly.
- **Eye Contact:** Making eye contact shows you're listening and interested. But remember, in some cultures, too much eye contact can be seen as rude.
 - **Example:** Looking at the person who's talking to you shows you're paying attention.

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Drafting an Email Workplace Scenario Prompts

Choose one of the following workplace scenarios and draft a professional email or message in response. Your response should be clear, polite, and adhere to the principles of professional communication, including proper email etiquette.

Scenario 1: Request for Time Off

You have been working diligently for the past few months and have decided to request a few days off to rest and recharge. Write an email to your manager asking for time off, specifying the dates you wish to be away and providing a brief reason for your request.

Scenario 2: Responding to Customer Feedback

You work in a customer service department and have received an email from a customer who is unhappy with the service they received. The customer has mentioned specific issues, and they are asking for a resolution. Write a professional response acknowledging their concerns and outlining the steps you will take to address the issue.

Scenario 3: Clarifying a Task

Your supervisor has assigned you a task that you find unclear, and you need more information to complete it properly. Write an email to your supervisor asking for clarification on the task, specifying the parts that are unclear and what additional information you need.

Scenario 4: Following Up on a Job Application

You recently applied for a job and haven't heard back from the employer. It has been two weeks since the application deadline. Write a follow-up email to the hiring manager expressing your continued interest in the position and politely inquiring about the status of your application.

Scenario 5: Apologizing for a Mistake

During a busy workday, you made an error in processing an order, which led to a delay in delivery. Write an email to the client apologizing for the mistake, explaining what happened, and outlining the steps you will take to ensure it doesn't happen again.

Scenario 6: Providing Feedback to a Colleague

As part of a team project, one of your colleagues submitted work that was not up to the expected standard. You need to provide constructive feedback to help them improve their contribution. Write an email to your colleague that offers specific suggestions while maintaining a positive and respectful tone.

Email Template

From: _____

To: _____

Subject: _____

Email Text:
