

T Level Communication

T Level resource improvement project 2022

T Level

Employability
Communication

Objectives

- To understand and be able to explain the principles of effective communication
- To create a presentation (engaging in group work) that explains these principles
- To use technology and effective communication methods to present your work to the class.

Presentation task: effective communication

You have started work at a new IT company alongside other new starters. The employer has noticed that many of the new employees are quite shy and not very confident.

You are one of the more confident new employees, so you have been asked to create a presentation on the various communication skills and why they are relevant in the workplace.

Presentation task: effective communication

Points to consider for the presentation

Principles:

- **general skills** – reading and writing skills, clear communication, taking and leaving messages
- **interpersonal skills** – listening to instructions, dealing with people in confidence, respecting people
- **written communication skills** – formal written letters, netiquette

Presentation task: effective communication

General communication skills: Why do we need to be aware of the following when communicating?

- **cultural differences** – being aware of different people and their beliefs
- **professionalism** – use of positive body language
- **adapting** – modulating voice and being wary of terminology

Presentation task: effective communication

Interpersonal skills:

- techniques and cues e.g. body language, use of intonation
- using positive language
- avoiding negative language
- active engagement e.g. nodding, summarising, paraphrasing

Presentation task: effective communication

Barriers to effective communication: How can the following factors make communication ineffective?

- background noise, distractions, lack of concentration
- types of question, e.g. open, closed, probing
- speed of response.

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