



# Transferable Communication Skills

## Overview

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Whether we like it or not, we are judged everyday on how we speak, write, listen, and how we present ourselves to others. Employers want good listeners, people who can speak well, and write clearly. We can take our communication skills that we use with our friends, but adjust them for the workplace. This program covers how to communicate professionally, including speaking, telephone use, writing, email, and listening skills.

## Pre-Viewing Discussion Questions

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1. What are “transferable skills?”

Transferable skills are skills that you possess and which aren't specific to a particular job. These skills can be applied to other situations in your professional and personal life. Communication is one of the most important transferable skills a person uses in work and life.

2. What are some important examples of communication?

Social media, email, texting, telephone, talking, listening, writing

3. What communication skills do you currently possess?

**Post-Viewing Discussion Questions - These can be done as a class or used as a worksheet (see next page).**

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# **Transferable Communication Skills**

## **Discussion Questions**

- 1. What is verbal and non-verbal communication? Give examples.**
- 2. Now that you've watched the video, can you think of additional communication skills you possess?**
- 3. What is proper cell phone etiquette at work?**
- 4. Why is listening so important in the workplace? How do you demonstrate that you are listening?**
- 5. Give an example of casual language that you should avoid in the workplace.**
- 6. Provide an example of how body language communicates a message.**
- 7. What are some tips for public speaking?**
- 8. When you send an email to your supervisor at work, what is important to be sure to do?**

# **Transferable Communication Skills**

## **Bullet Points**

### **How to be a good listener:**

- **Evaluate: How important is the information?**
- **How urgent is the request for action?**
- **Speak up if you don't understand.**
- **Don't be distracted.**
- **Confirm the information.**

*Listening means not only hearing the words, but also picking up on any non-verbal clues your co-workers may be sending out.*

### **Speaking**

- **Avoid casual language that is too familiar**
- **Do not use profanity in the workplace**
- **Speak clearly**
- **Look people in the eye**

*We speak to different people in our lives in different ways. You talk to your teachers differently than to your friends. So remember to use your more formal speaking style when in a job setting. Be aware of your word choice, maintaining a professional and respectful manner.*

## **Transferable Communication Skills**

### **Bullet Points**

#### **Writing**

- **Use proper grammar, punctuation and spelling**
- **Proof everything, even an email**
- **Organize your thoughts. Be positive and assertive**
- **Use active verbs**

*When you write, it's essential that you speak clearly. You want to make sure that people understand why are you writing to them and be clear in your message to them.*

#### **Telephone Etiquette**

- **Speak clearly**
- **Return calls promptly**
- **Keep to the point**
- **Limit the amount of time calls are on hold**
- **Leave your phone number when leaving a message**
- **Maintain a phone log**
- **Check voice mail regularly**
- **Do not use your cell phone, including texting, while at work unless you are on a break and away from other workers**

*Like face-to-face interactions, how you behave on the telephone tells others much about you.*

## **Transferable Communication Skills**

### **Bullet Points**

#### **Emailing**

- **Keep it short**
- **Use meaningful titles**
- **Don't copy everyone**
- **Check for typos**
- **Only cc those who need the information**
- **Proof emails for typos before sending**
- **Do not use shortcuts in your writing like you might when sending a personal email**

#### **Ways In Which We Communicate Non-verbally:**

- **In our posture**
- **Whether or not we look people in the eye**
- **With firm handshakes**
- **By dressing properly for the occasion**
- **Maintaining good personal hygiene**

*So not underestimate the power of non-verbal communication. People will subconsciously evaluate a person based on subtle gestures, mannerisms, hygiene, or clothing.*