

LESSON PLAN 5

HOW TO SPEAK WITH YOUR EMPLOYER AND COLLEAGUES



ABOUT THE LESSON PLAN

DURATION: 30 minutes

MATERIAL REQUIRED: None

OBJECTIVES:

Discuss the work ethics in terms of Do's and Don'ts of talking colleagues at work.

LEARNING OUTCOMES:

- Identify necessary job skills that will improve employment

LEARNING CONTENT

The way we talk to different people in the work place will differ. The way we talk with our co-workers will be different to the way we talk with our manager, unless we know them well

When we socialise, we use a set of rules that we usually learn by watching others and copying what we see when we are children. Some people may not know how to start or end a conversation, or they may talk continuously about one subject and not know when to stop. They may also have difficulty discussing things that they are not as interested in. Other people may stand too close to others or be unable to make eye contact.

Talking about your personal relationships at work is not a good idea. No one wants to hear about the latest fight with your boyfriend or mother, keep that for your friends outside of work. Other personal topics like religion or political viewpoints may not be a good idea to bring up in the workplace either.

Let your emotions take a back seat. It might seem difficult, but no matter how heated a discussion gets – you should 100% never lose your cool. That means no yelling, no arguing, and most importantly, no storming out of the room. Instead, try to keep work interactions as professional as possible, taking the time to think things over before you jump the gun.

Often, it's simply a clash in personalities and work styles that causes conflict – meaning acknowledging what others want, listening, being diplomatic, and taking on constructive criticism is a great way to diffuse any potentially difficult interactions.

Focus on what you say and how you say it!

When it comes to communication, your words aren't the only way you're sending a message. For example, you might be saying, 'I can totally get that report to you by Monday', but your constant chatting and pen clicking may say otherwise.

This may send mixed messages showing that you are not being open and honest with your communication.

Instead, always exhibit positive body language that show you're engaged with the conversation, you're being honest, and are interested in what the other person has to say – whether it's by smiling, eye contact, uncrossed arms, or good posture.

You should also watch how others are presenting themselves. You might find that some body language cues indicate nerves, fear, or anything else.

TIPS FOR FURTHER READING

N/A

HANDOUTS

- N/A