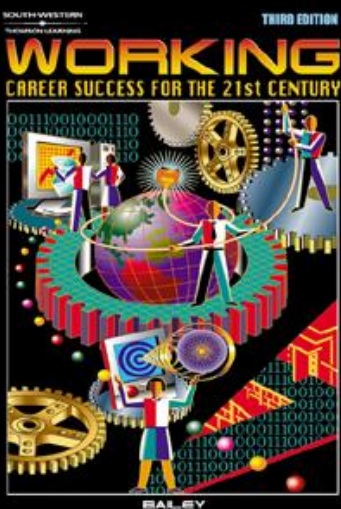


## CHAPTER 15

# COMMUNICATION SKILLS

### LESSONS

- 15.1 Listening and Speaking
- 15.2 Reading and Writing

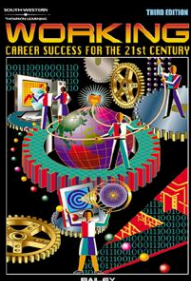


## LESSON 15.1

# LISTENING AND SPEAKING

## OBJECTIVES

- State guidelines for good listening
- Discuss rules for effective speaking



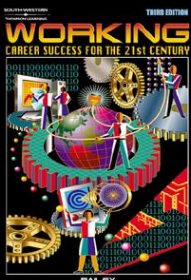
# Success On The Job

- To be successful on the job you will need three general types of skills.

**Occupational Skills:** those skills that are specific to the job or career. They are technical and or manual skills that are unique to certain occupations.

**Employability Skills:** Honesty, being on time, asking questions and good grooming are examples of these. The handout will have more.

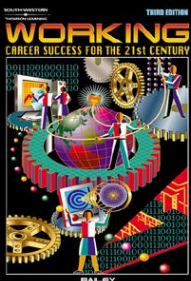
**Basic Academic Skills:** Reading, Math and English skills.



# COMMUNICATION

**Communication** involves sending information, ideas, or feelings from one person to another.

## Lesson 15.1

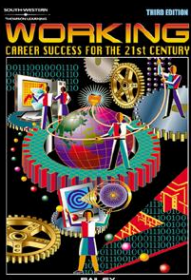


# LISTENING

**To give attention with the ear; attend closely for the purpose of hearing.**

**Common causes of poor listening include:**

- **Distractions**
- **Prejudging**
- **Overstimulation**
- **Partial listening**

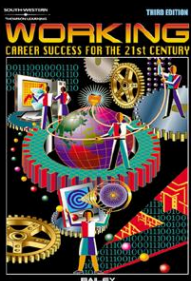


## DISTRACTIONS:

Not hard to become distracted. Distractions come in many different forms; power going out, doors slamming, fire alarms, locker doors, the weather, etc....

Most people talk at a rate of 125 wpm. The average brain can handle about 600 to 800 wpm. Therefore there is a gap between words spoken and the rate at which listeners are capable of thinking.

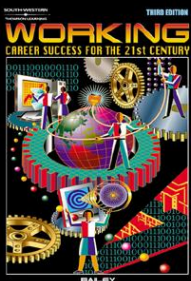
Therefore the mind tends to wander.



## **PREJUDGING:**

This is where the listener tries to outguess the person speaking.

Ex: If a supervisor calls a meeting and wants to meet with workers before their shift starts; some of the workers may tend to feel nervous and try to figure out what the meeting is going to be about. As the meeting begins and the supervisor is talking, some of the workers might still be trying to guess what is going to be said. While they are doing that, their minds are not where they are suppose to be. Listening to their supervisor.

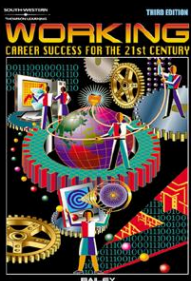


## **OVERSTIMULATION:**

Overstimulation is where the listener becomes too eager to respond to the speaker.

Example is possibly when a speaker makes a mistake; misstates something or makes some type of an error. The listener becomes so involved in trying to bring that mistake to the attention of the speaker that they can not follow the rest of what is being said.





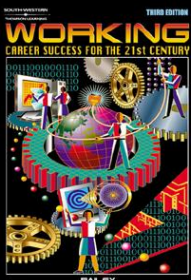
## PARTIAL LISTENING:

Partial listening takes two forms:  
Fragmented and Pretend.

**Fragmented Listening-** when the listener listens for only certain things.

Ex: Announcements

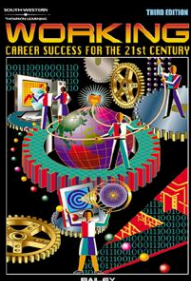
**Pretend Listening-** either the listener doesn't care or pretends to listen until it is their time to talk.



# GUIDELINES FOR GOOD LISTENING

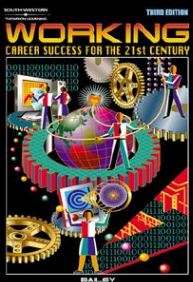
- Have a questioning attitude.
- Concentrate on what is being said.
- Eliminate distractions.
- Use your eyes as well as your ears and mind.
- Listen between the lines for what the speaker doesn't say.
- Get all the facts before evaluating or reacting to them.
- Write down important things before you forget them.
- Ask questions if you do not understand something.

## Lesson 15.1



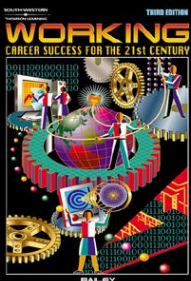
# Have A Questioning Attitude

- This basically is the mental part of listening.
- It is does not mean asking a question.
- It means that the listener wants to understand what is being said.



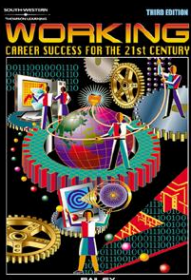
# Concentrate On What's Being Said

- Listening requires effort on your part.
- You must take an active role.
- Difference between listening and hearing.



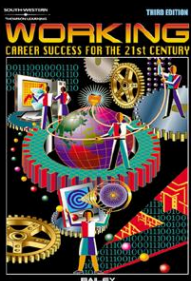
# Eliminate Distractions

- Turn off noisy machines, close doors, move closer to the one speaking, etc...



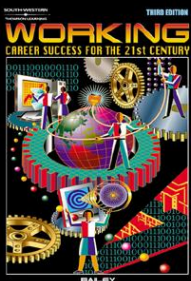
# Use Your Eyes As Well As Your Ears And Mind

- Observe facial expressions.
- Pay attention to body language of the speaker.
- These two are often as important as what is being said.



# Listen Between The Lines For What The Speaker Doesn't Say

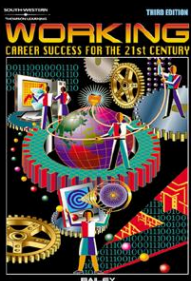
- Sometimes you can learn a lot from what is not necessarily said.
- Be sure to not overanalyze things.
- We all know what happens when we assume too much.



# Get All The Facts Before Evaluating Or Reacting To Them

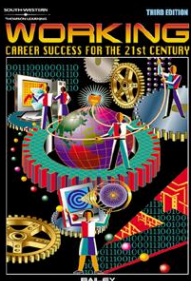
- Don't let the rumor mills or the “he said, she said” stuff get in the way of performing your job.
- Think about what it is that you are talking to others about or spreading around. Remember, if you are talking about others, they may be talking about you.





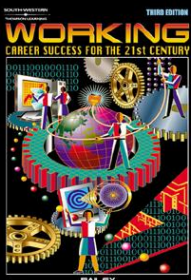
# Write Down The Important Facts Before You Forget Them

- When in doubt, write it out!
- Do you have STML-Short Term Memory Loss?
- People are depending on you for various things and one of them may be remembering what your job entails.
- Phone #'s, names, addresses, brief details, etc...



# Ask Questions If You Don't Understand Something

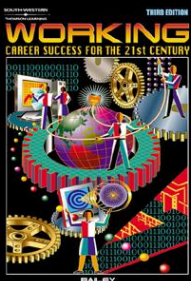
- There are no dumb questions!
- If you don't know-ASK! How else are you to learn.
- Example: sitting in a class.



# SPEAKING

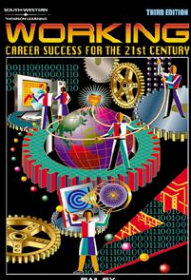
- Correct pronunciation
- Clear enunciation
- Use of standard English
- Good/proper grammar
- Telephone skills
- Voice mail

## Lesson 15.1



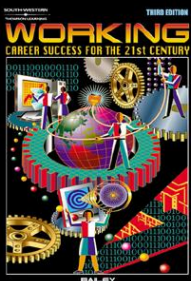
# Correct Pronunciation

- Pronunciation: The way in which words are spoken.
- Most words have several syllables
- Being able to accent the correct syllable when needed is important
  - Guide words in dictionary
  - Syllables separated by dots
  - Online- Google type define and then word



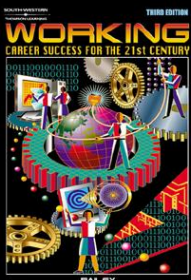
# Clear Enunciation

- Enunciation: refers to how distinctly or clearly one speaks.
- Some times we don't enunciate our contractions clearly.
- We may slur some words.
- It happens both in person and over the phone.
- Poor enunciation and bad pronunciation tend to go together.



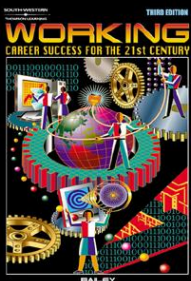
# Use of Standard English

- English in all its forms is probably the hardest language to master.
- Standard English is the usual form of language used by the majority of Americans.
- Most employers will expect you to have a good understanding of and use standard English on the job.



## Good Grammar

- Grammar is the set of rules about correct speaking and writing.
- Getting and keeping a job may depend on your grammar skills.
- How you speak makes an impression on your employer.
- Applicants of equal skills: one uses good grammar, one does not? Who is likely to get hired?

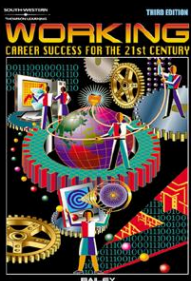


# ANSWERING BUSINESS TELEPHONE CALLS

- Answer in a pleasant, helpful tone of voice.
- Identify the company, then identify yourself.
- Listen attentively.
- Be prepared to record a message.
- Route the call to the person best able to meet the caller's needs.
- Ask who is calling.
- Always fulfill your promise to the caller.
- Thank the caller.

## Lesson 15.1

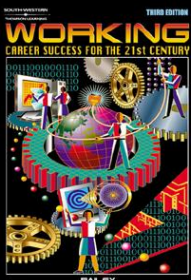




# PLACING BUSINESS TELEPHONE CALLS

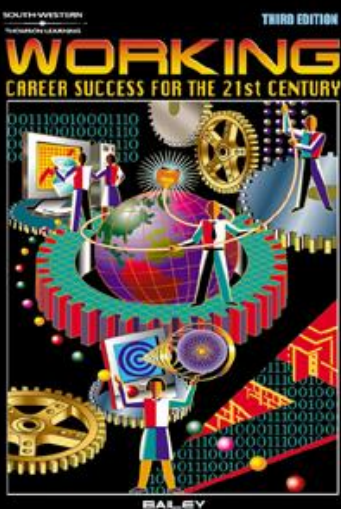
- Before placing the call, know your purpose.
- If you are placing an order, complete a written order form beforehand.
- Identify yourself at once and state your reason for calling.
- If necessary, name the person or department you are trying to reach or even extension #.
- Be direct and businesslike.
- Speak in a warm friendly tone.

## Lesson 15.1



# LEAVING A VOICE MAIL MESSAGE

- Greet the recipient.
- Identify yourself and your company.
- State your telephone number.
- Provide a brief message.
- Ask the listener to contact you if necessary.
- Conclude the call in such a way that the recipient will know you have completed the message.

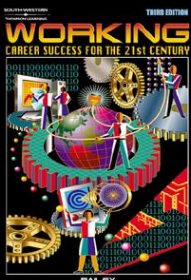


## LESSON 15.2

# READING AND WRITING

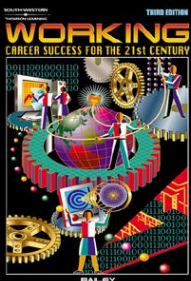
## OBJECTIVES

- Identify ways to improve reading skills
- Correctly use different forms of written business communication



# Reading

- Like listening, reading is a way to receive information.
- Both require concentration and understanding.
- More than listening, reading requires recognition and comprehension.



# Let's Try Some New Vocabulary!

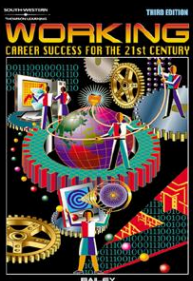
Do you recognize these words?

- Glabella

- the flat area of bone between the eyebrows.

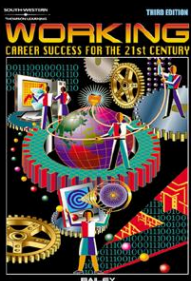
- Constituent

- a person who authorizes another to act in his or her behalf, as a voter in a district represented by an elected official.



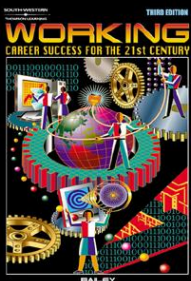
# Definition

- Vocabulary: The total of all the words you know.
  - You can't understand what you read unless you know the meaning of the words used.



## READING: Two Ways to Improve...

- Improve/work on increasing your vocabulary
  - Your vocab consists of 1000's of words.
  - Keep adding to it and don't pass over words you don't know.
  - When you find one look it up and try to use it.
- Practice reading
  - Reading is a skill so it can be improved!
  - Reading anything is good.

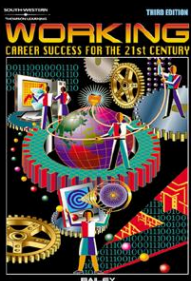


# WRITING

**Five general types of business communication are:**

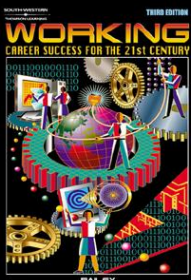
- Notes
- Business forms
- Memorandums
- Business letters
- Electronic mail





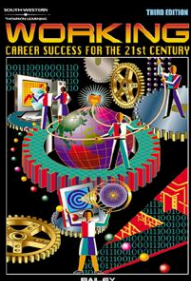
# Writing

- Most workers spend less time writing than listening, speaking, and reading.
- That said, writing is the most important form of business communication.
  - Good business practice dictates that permanent “hard copies” be kept of all transactions.
  - Internal communications take the form of notes, forms, & memos.
  - External communication is mainly business letters.



# NOTES AND BUSINESS FORMS

- Leave requests
- Vehicle requests
- Production forms
- Job work orders
- Invoices
- Petty cash form
- Requisitions
- Sales reports
- Packing lists
- Purchase orders
- Etc.....

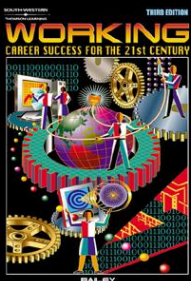


# MEMORANDUMS or MEMOS

**Businesses today still use memos as a way to communicate internally throughout the whole business.**

***Memos are used to communicate 4 types of information:***

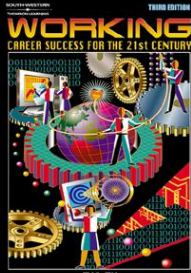
- Instructions or explanations
- Announcements and reports
- Requests for information, action, or reaction
- Answers to requests



# BUSINESS LETTERS

**Five things that a business letter should convey/have:**

- Communicate a clear message.
- Convey a professional, businesslike tone.
- Be well organized.
- Use correct grammar, spelling, and punctuation.
- Have an attractive appearance.



## Parts of a Business Letter

1543 Crumb Street  
Wavy, MA 23456  
October 17, 2025

Your Return Address-no name needed.

Current Date-Written out.

QS-4 enters or 3 blank between lines.

Mr. Potato Chip, V.P. Marketing  
Lay's Potato Chip Building  
1040 Park Blvd.  
Chicago, IL 35790

Address to whom the letter is  
being written.

DS-2 enters or 1 blank line between.

Dear Mr. Chip:

Salutation/Greeting

I am writing in reference to the order that I placed for my company approximately two weeks ago. It seems that it should have arrived by now.

The purchase order is 20846 and was dated October third. As it was quite a large order and we had discussed my urgent need for shipment, I must tell you I am not pleased with the way your company has handled this matter. I have tried numerous times to contact you at you place of business. Please respond as soon as possible.

DS between  
paragraphs

I appreciate your promptness in dealing with this matter. You may reach me at the above address. I would however, appreciate a phone call so we may set a date to meet to discuss this mishap. You can reach me at 892-456-8765 any time after 9:00 am.

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,

Complimentary Close

QS-4 enters or 3 blank lines

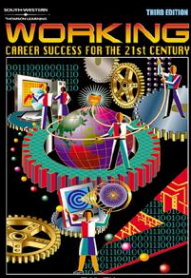
Larry Potter  
Purchasing Clerk

Room for written signature

Typed Signature and Title

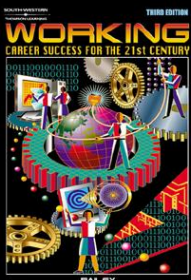
Be sure to vertically center your  
letter on the page.

Page Layout, Page Setup, Layout  
Tab, Vertical Alignment-Center



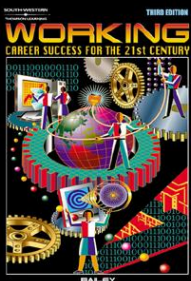
# ELECTRONIC MAIL GUIDELINES

- The company e-mail system should be reserved for business use only.
- Check for messages at the start of your day and several times throughout the day.
- Do not use e-mail for information that is sensitive or confidential.
- It's not proper to forward a message to another party without the permission of the original sender.



# ELECTRONIC MAIL GUIDELINES (continued)

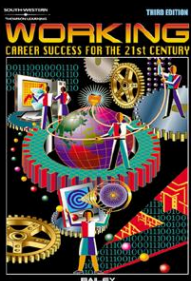
- Copy (send) your message only to those who need to receive an original message or reply.
- When using the “Reply” feature, put your comments at the top of the message. Avoid including the entire message with your response.
- To conserve storage space on the server, delete files you no longer need on a regular basis. Be aware, however, that deleted messages still exist somewhere out there!.



# ELECTRONIC MAIL GUIDELINES (continued)

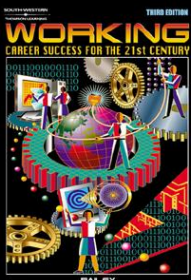
- Don't send e-mail messages just because you can. This is a waste of coworker's time.
- Although e-mail is often informal, keep in mind that an e-mail message reflects on you and the company. Correct spelling, grammar, and punctuation are still important.
- Write a descriptive subject line to help direct the reader's attention.





# ELECTRONIC MAIL GUIDELINES (continued)

- An e-mail message should have the appearance of a business memo or letter. Be aware of format. Do not key in all caps or in all lowercase letters.
- Use of standard acronyms is permitted, such as ASAP. But do not overuse acronyms or use acronyms that are more appropriate for personal communications.



# **WORKING**

## **Career Success for the 21<sup>st</sup> Century**

**by Larry J. Bailey**

Click on the title below to view the presentation for the next chapter.

### **CHAPTER 16**

## **MATH AND MEASUREMENT SKILLS**