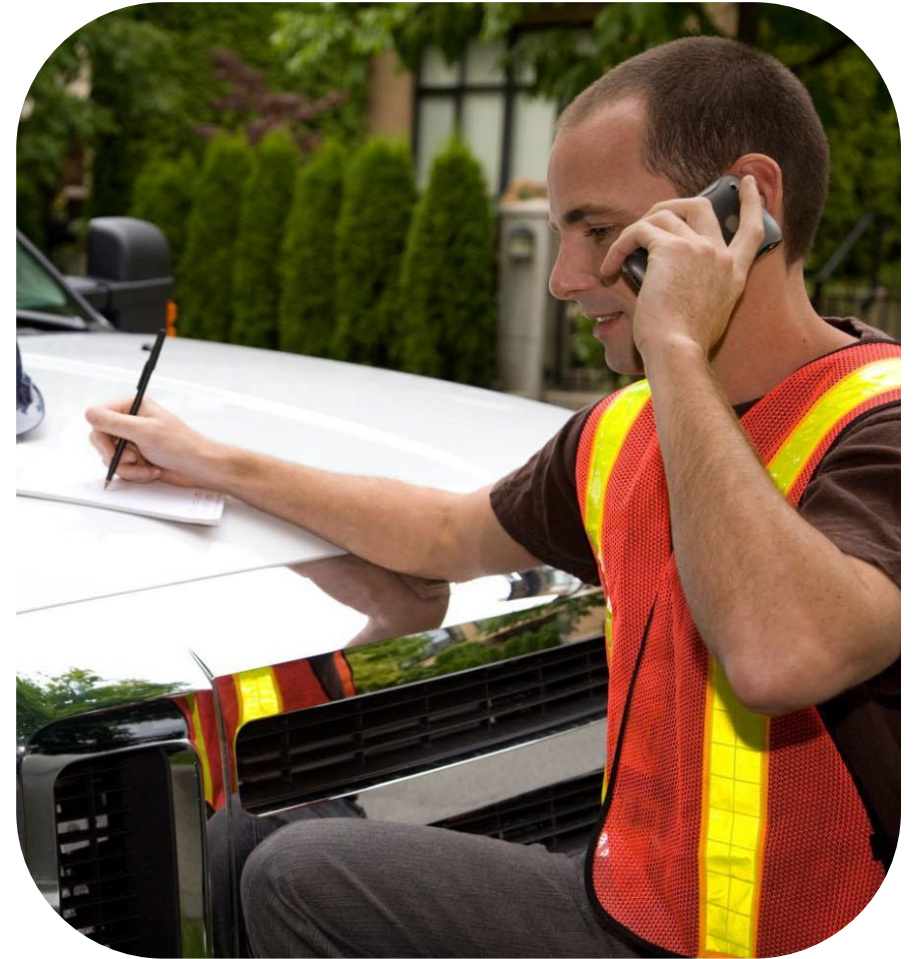


MELT Class 1 Driver Training

Workplace Communication



Unit overview

- Communicating appropriately – words, tone, gestures and body language
- Being sensitive to cultural, ethnic and gender diversity
- Communication devices

Communication styles

What is your primary communication style?

Let's take the quiz and find out...

Communication style scoring guide

- Mostly A's: passive
- Mostly B's: passive-aggressive
- Mostly C's: aggressive
- Mostly D's: assertive

Note: If you have two scores that are high and very close in number, this means you probably use both styles as needed, usually choosing the communication score with the highest score first.

How to become an assertive communicator

- Take ownership (use “I” statements)
- Maintain eye contact
- Learn to say “no”
- Ask questions
- Listen
- Voice your needs and desires confidently

Barriers to communication

- External barriers
- Vocabulary/language use barriers
- Situational barriers
- Age
- Physical appearance
- Cultural attitudes
- Body language
- Gender language

Gender inclusive language activity

Gendered noun	Gender neutral noun
Actress	
Anchorwoman, anchorman	
Man-mad	
Flag man	
Businesswoman, businessman	
Chairwoman, chairman	
Fireman	
Mailman	
Policeman	
Saleswoman, salesman	
Stewardess, steward	
Waitress	
Man	
Mankind	
Handyman	
Housewife	

Gender inclusive language ideas

Gendered noun	Gender neutral noun
Actress	Actor
Anchorwoman, anchorman	Anchor
Man-made	Machine-made, synthetic, artificial
Flag man	Flagger
Business woman, business man	Business person
Chairwoman, chairman	Chair, head, chairperson
Fireman	Firefighter
Mailman	Mail carrier, postal worker
Policeman	Police officer
Saleswoman, salesman	Salesperson, sales attendant
Stewardess, steward	Flight attendant
Waitress	Waiter, server
Man	Person, individual
Mankind	People, human beings, humanity
Handyman	Fixer, maintenance person
Housewife	Homemaker

Listening well

What can you do to make sure you listen well?

What can you do to make sure you listen well?

- Stop talking
- Eliminate distractions - move to a quiet place
- Recognize and tune out personal bias
- Focus on the speaker's problems rather than your own
- Use tone of voice and body language to show that you are listening
- Focus on the content of the message rather than on the speaker or their communication style
- If the speaker has an accent different from yours, it can be helpful to look at their mouth when they are talking.

Body language activity

How can one's body language affect your communication with another person?

Using communication technology



Communication technology continued

1. What are three do's of courteous cell phone use?

Communication technology continued

Do's of cell phone use:

- Use only hands free when driving
- When possible, pull over to make your calls.
- Maintain a three metre zone around yourself while talking on a cell phone.
- Keep calls brief and to the point.
- Tell the person at the other end where you are or what you're doing, so they can anticipate distractions or problems talking to you.
- If your on speaker and you're not alone, inform the caller that others are present.

Communication technology continued

2. What are the three don'ts of cell phone use?

Communication technology continued

Don'ts of cell phone use:

- Don't subject other people around you in a confined space (small room, elevator, etc.) to your conversation. Wait until you can be in a quiet, private location
- Don't set your cell phone ringer and tone to a loud, annoying tune.
- Don't dial while driving. Use voice activated dialing or pull over to make that call.
- Don't take a personal call when you're discussing something with a customer.
- Don't have emotional conversations in public.

Communication technology continued

3. What are three tips for leaving an effective voice mail message?

Communication technology continued

Tips for voicemail:

- identity yourself
- leave your number
- be clear and concise
- speak slowly
- say when you need a response by
- indicate when you can be reached

Communication technology continued

4. What points are considered good e-mail etiquette?

Communication technology continued

Email etiquette:

- be concise and to the point
- check spelling and grammar
- answer as quickly as you can
- don't attached big unnecessary files
- don't over use flagging options
- don't use all capitals
- read messages before sending
- use meaningful subject lines
- don't send jokes without getting permission first