# STM 108
# Communication at Work
## v21.4.21

**Objectives:**

1. To help the participants reflect on the benefits of effective communication.

2. To help participants identify what they need to communicate and when.

3. To help the participants choose appropriate modes and styles of communication.

| Session # | Objectives | Activities |
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| 1 | To help the participants reflect on the benefits of effective communication. | Welcome participants<br><br>Down the memory lane:<br><br>Ask participants to think of an incident when communication failed at work.<br>What went wrong? How did they and their teammates respond? How was it resolved? What did they learn from the experience?<br><br>Ask them to ponder on the following: (Research and preparing Slide/Jamboard/Miro)<br><br>1. What is ineffective communication? (Its causes, and consequences)<br><br>2. What is effective communication and what are the benefits?<br><br>What is the difference between effective and ineffective communication?<br>What are the attributes of effective communication?<br><br>Once they have researched, ask them to share their findings. Steer the conversation towards the benefits of effective communication. Some benefits:<br>1. Communication enables teamwork.<br>2. Helps set goals and expectations.<br>3. Builds trust among team members.<br>4. Improves efficiency of any task. |

| | | Help them visualize a workplace where communication is effective most of the time. What habits do employees at this workplace follow? How do they think and act? What kind of bonds do they share?<br><br>Weekly Assignment: Ask them to think of their job profile and share how they are going to create an environment where communication is effective. |
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| 2 | To help participants identify what they need to communicate and when. | Reviewing the assignment given in part 1:<br><br>Icebreaker:<br><br>Ask participants to think and identify the major tasks they do on a daily basis and list them in the % share of each task, mode of communication, and type of communication involved. Also, ask them to mention the average accuracy of communication for each task. They can prepare a table given in the format below.<br><br>https://docs.google.com/document/d/1h-nbbcdypW_9EhJC_sacSXvR4-KxGXl1kWBFyhm9pWk/edit?usp=sharing<br><br>Note: Assign this activity as an in-class google question assignment. They can paste the link to the document they created. Remind them to provide access before they submit the link.<br><br>Once they have completed, ask everyone to read and comment on each other's responses.<br><br>Steer the conversation towards identifying the requirements of effective communication on a daily basis.<br>Ask them what challenges they face, what strategies they use to overcome them, how often they succeed, how do they handle communication gaps/failure, what habits they are adapting to become better at communication, etc.<br><br>Breakout room (Identifying Strategies)<br><br><br>Transition to when to communicate. Help them identify all the possible touchpoints for |

| | | communication such as - Team Meetings, Daily Branch Meetings, Reconnects, Training Programs, etc. |
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| | | Form teams and let them formulate and structure the messages that they usually need to communicate at these touchpoints. Provide support as needed. |
| | | Structure for Multi-Point information, i.e. DL migration process, introduction to Ner  MER |
| | | Role Play - Allow 15-20 min for each team to practice. |
| | | Weekly Assignment: Share the article about tips to improve communication at the workplace and discuss what they understand. |
| | | [www.texthelp.com/resources/blog/4-types-of-workplace-communication/](www.texthelp.com/resources/blog/4-types-of-workplace-communication/) |
| | | Ask them to answer a few questions in google classroom |
| | | 1. Which tip did you find most helpful and why? 2. Which tip did you already use and worked for you? 3. Which tip would you like to use further in your communication? |
| | | Make participants provide feedback through replies to others if they answered their questions. |
| 3 | To help the participants choose appropriate modes and styles of communication. | Icebreaker: <br><br> Taking a follow up on the assignment provided <br><br> **Top-Down communication** <br><br> Ask: <br><br> What happens when information is being communicated from top management to the people working at the ground level? Ask if they have ever experienced the failure of communication like this. |

| | | Connecting the learnings of the workshop with project management |
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| | | In-class assignment: Question for GC: How do you ensure that communication is clear and effective for the project you are handling? |
| | | **<u>Word Choice and Tone of your communication</u>** |
| | | Ask them how the selection of words in written as well as in verbal communication matters? |
| | | Ask them to share if they ever felt embarrassed or miscommunicated due to the wrong selection of words. |
| | | What can be done to avoid this? |
| | | Steer the conversation towards the modes and manners of communication. Ask them to compare and contrast between the following modes of communication:<br>1. Email Vs Whatsapp<br>2. Whatsapp Vs Phone Calls<br>3. Phone Calls Vs Face-to-face meeting |
| | | Note: Documenting communication for future reference. |
| | | Manners of communication:<br>1. Aggressive Vs Passive<br>2. Assertive Vs Non-assertive<br>3. Typical response Vs Empathetic response |
| | | Note: Ensure discussing scenarios when the above are applicable or not. |
| | | Role Plays: Form 3-4 teams and give 15-20 min to practice communicating using an appropriate mode and manner. |
| 4 | To allow the participants to practice the concepts learned throughout the workshop | Help participants reflect on the concepts they have learned from the workshop so far. |
| | | Problem solving steps |
| | | Role of communication in problem solving |
| | | Role of Counseling in effective communication |

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| | | Importance of counseling in communication |
| | | Types of counseling in communication |
| | | Following Hierarchy |
| | | Icebreaker: |
| | | Taking a follow up on the assignment provided |
| | | Role Plays<br>Divide the group into 3-4 teams and give them scenarios to practice communicating effectively. Provide feedback and coaching as required.<br><br>Scenarios:<br>1. Sometimes managers give too many options to subordinates which confuses them<br>2. A facilitator has been taking EL frequently. You need to communicate it to the ATM - CC to have a word and counsel.<br>3. A facilitator reaches out to your area manager for issues related to his/her MER scores. You need to communicate about how following hierarchy can help them build better professional relationships.<br>4. A facilitator reaches out to Career Cell Approaching the right department/person branch relocation.<br>5. Accuracy of data - validating data before sending.<br>6. Updating team members in developments in processes/policies.<br>7. Not providing in the communication/what do I need to do.<br>8. Who to mark in cc. Spamm information proactively/Manager has to approach.<br>9. Clarity of my roling. Responding to all to be used judiciously. Changing/updating the subject line.<br>10. Making decisions without keeping senior management in the loop. |