

# Communication

Praise, criticism & feedback are essential components of a healthy workplace. Employers are looking for someone who can be clear and respectful when working with others. They can listen carefully to their colleagues and management and ask questions when they need answers. Employees are expected to be open to constructive feedback and able to contribute feedback to help others.

Communicating in a workplace environment is different than how you would talk with friends, using professional language and actions go a long way to gaining respect in the workplace.

## *Essential Skills: Communication & Listening*

4 Exemplary	3 Accomplished	2 Developing	1 Emerging
<input type="checkbox"/> Verbally articulates and presents ideas and information clearly & effectively.	<input type="checkbox"/> Verbally articulates and presents ideas and information clearly & effectively much of the time.	<input type="checkbox"/> May struggle with articulation of ideas or have unclear or ineffective verbal communication.	<input type="checkbox"/> Lacks clarity or effectiveness when articulating ideas verbally.
<input type="checkbox"/> Articulates and presents ideas and information clearly & effectively in writing.	<input type="checkbox"/> Articulates and presents ideas and information in writing clearly & effectively most of the time.	<input type="checkbox"/> May struggle with articulation of ideas or have unclear or ineffective written communication.	<input type="checkbox"/> Lacks clarity or effectiveness when articulating ideas in writing.
<input type="checkbox"/> Always listens effectively & comprehends verbal information & instructions.	<input type="checkbox"/> Usually listens effectively & comprehends verbal information & instructions.	<input type="checkbox"/> Has trouble listening or struggles to comprehend & follow verbal information & instructions.	<input type="checkbox"/> Has trouble listening and struggles to comprehend or follow verbal information & instructions.
<input type="checkbox"/> Comprehends written and visual information & instructions.	<input type="checkbox"/> Usually comprehends written and visual information & instructions.	<input type="checkbox"/> Struggles to comprehend or follow written and visual information & instructions.	<input type="checkbox"/> Does not comprehend or follow written and visual information & instructions.
<input type="checkbox"/> Reads & understands non-verbal communication.	<input type="checkbox"/> Reads and understands most non-verbal communication.	<input type="checkbox"/> Has trouble interpreting non-verbal communication.	<input type="checkbox"/> Does not observe or act on non-verbal communication.
<input type="checkbox"/> Uses technology compellingly for communication.	<input type="checkbox"/> Uses technology appropriately for communication.	<input type="checkbox"/> Uses technology appropriately at times for communication.	<input type="checkbox"/> Uses technology inappropriately for communication.



Industry Desired Communication Outcomes:	Model Assignments
Comprehends verbal, written, and visual information and instructions.	<b><u>9<sup>th</sup> Grade Survival Guide</u></b> Students prepare a presentation with advice for incoming freshmen on how to “survive” their first year of high school.
Listens effectively.	
Observes non-verbal communication.	Additional Examples of Communication Assignments
Articulates and presents ideas and information clearly and effectively both verbally and in written form.	<ul style="list-style-type: none"> <li>● Group project presentation</li> <li>● Individual project presentation</li> <li>● Practice interview</li> </ul>
Uses technology appropriately for communication.	

<b>Communication: Additional Resources</b>	
<p style="text-align: center;">Junior Achievement <a href="#">JA Career Success Program</a></p> <p style="text-align: center;">Career Success: Session Two: Communication and Conflict-Management Skills</p>	
<p style="text-align: center;">SB1070 Career Pathways: <a href="http://www.CareerAcademics.org">www.CareerAcademics.org</a> CareerReady! Developing Communication</p>	
<p style="text-align: center;">San Diego Workforce Partnership: <a href="http://workforce.org/connect2careers">http://workforce.org/connect2careers</a> Coming Soon!</p>	
<p style="text-align: center;"><a href="http://www.cde.ca.gov/be/st/ss/documents/finalelaccsstandards.pdf">http://www.cde.ca.gov/be/st/ss/documents/finalelaccsstandards.pdf</a></p>	
<p style="text-align: center;">The New World of Work: <a href="http://www.newworldofwork.org/21st-century-skills/">http://www.newworldofwork.org/21st-century-skills/</a></p> <p style="text-align: center;"> <a href="#">The New World of Work Communication Overview Video</a>  <a href="#">The New World of Work Communication Assessment Video</a>  <a href="#">The New World of Work Digital Fluency Overview Video</a>  <a href="#">The New World of Work Digital Fluency Assessment Video</a> </p>	
<p><b><u>The New World of Work: Lesson 1: Communication Etiquette:</u></b></p> <ul style="list-style-type: none"> <li>● Communication Etiquette Questions-Handout</li> <li>● Grammar 101 for Careers Handout</li> <li>● Instructional PowerPoint</li> </ul> <p><b><u>The New World of Work: Lesson 2: Communication Styles:</u></b></p> <ul style="list-style-type: none"> <li>● Communication Styles Inventory Handout</li> <li>● Crazy-Makers Handout</li> <li>● Instructional PowerPoint</li> </ul>	<p><b><u>The New World of Work: Lesson 1: Online Presence and LinkedIn Profiles:</u></b></p> <ul style="list-style-type: none"> <li>● LinkedIn Higher Education Resources</li> <li>● LinkedIn Student Profile Handout</li> <li>● Instructional PowerPoint</li> </ul> <p><b><u>The New World of Work: Lesson 2: Online Platforms:</u></b></p> <ul style="list-style-type: none"> <li>● Instructional PowerPoint</li> </ul>