



Communication

Watch the video provided on the link below:

Business skills tutorial : Effective communication, lynda.com

<https://www.youtube.com/watch?v=zMUSEYR80E8>

What to focus on :

- How to go about difficult conversations
- Employ many levels of communication : verbal, non-verbal, body language
- Be careful how you use the text in email messages
- Control your body language
- Share your intent to communicate, state the reason why you communicate
- Avoid over-generalizing
- Avoid exaggerating
- Speak for yourself – I do, I share, I think that...listen to her examples
- When you are the receiver of communication: Be an active listener, use body language
- Don't build counterarguments in your head
- Ask questions
- Confirm what you understand – paraphrase

- Share your perspective – what you feel, believe
- Be clear
- Take each piece separately
- Increase clarity and understanding
- Use these strategies in everyday communication
- Stakes are higher in difficult conversation

Asking ChatGPT - Prompt: List ten skills of an effective communicator in business.

Certainly! Here are ten skills of an effective communicator in business:

1. **Active Listening:** Understanding and processing what others are saying without interruption.
2. **Clarity and Conciseness:** Expressing ideas clearly and succinctly to avoid misunderstandings.
3. **Empathy:** Recognizing and respecting the feelings and perspectives of others.
4. **Nonverbal Communication:** Using body language, facial expressions, and eye contact to reinforce messages.
5. **Confidence:** Conveying ideas assertively and with self-assurance, while remaining open to feedback.
6. **Adaptability:** Adjusting communication style based on the audience and context.
7. **Persuasion:** Influencing others through compelling arguments and effective storytelling.
8. **Constructive Feedback:** Offering and receiving feedback in a way that promotes growth and improvement.
9. **Questioning Skills:** Asking the right questions to clarify understanding and engage others.
10. **Cultural Awareness:** Being sensitive to and respectful of diverse backgrounds and communication styles.

These skills can significantly enhance interactions and foster effective collaboration in a business environment. (ChatGPT)

Answer the following questions:

Which of these skills do you already have?

Which skills do you have to work on?

Which of these skills is your strong point?

Which of these skills is your weak point?

Messaging – Read your messages and comment on each :

Example of comment: Message 4. - I borrowed a box of paper clips from your right draw....Ok, nobody was here to help me! I'll bring the box back later.
Madelaine

Comment: I hope you will !

Message 1. - Larry is gone out! He will not be back in the office till late in the afternoon. Cancel his meetings, please ! Carla

Message 2. - I bought you some lunch, it is in your left drawer! Ok, I shouldn't have put it there, but your desk is always a pile of things! Marie

Message 3. - Sally, let the Boss know that I am still running around for his special cat food...When I find it, I'll bring it, be it even tomorrow! (smile) . Miky

Message 4. - I borrowed a box of paper clips from your right draw....Ok, nobody was here to help me! I'll bring the box back later. Madelaine

Message 5. - A bunch of roses for you, from some guy calling himself "Dark Light"...OK, I shouldn't have read the call card! Ok, Ok, ...Larry

Message 6. - Sally, you people don't use telephones, answering machines, voice mail, nothing like that? Where do people leave messages for you ? Stephanie

Message 7. - The second pizza has just come in, but since you haven't eaten the first one either....let us help you! Jimmy

Message 8. - What is happening to the cat food? You know Jinksie is a naughty boy, he will not eat anything else.... Please find that type of food until I come back.
BOSS

Message 9. - Things I picked up from the supermarket for you: No money left!

Husband

- | | |
|-------------|----------------|
| - Lettuce | - onion |
| - Oil | - salt |
| - Sugar | - bread |
| - Soap | - tomato paste |
| - Cheese | - pasta |
| - ice-cream | - biscuits |
| - dog food | - olives |
| - oranges | |

Taking/sending telephone messages

A busy secretary takes telephone messages for her boss. She has special forms to fill in and place on the boss's desk. Read the following conversations and "take" the messages by filling in the form provided:

An incoming call

“Hello, this is Mary Smith from Zed. Inc. I would like to talk to Mr. White, please.”

“Hello. This is Mr.White’s secretary speaking. He is not in right now. Can I help you?”

“I want to inform him that the business meeting we had invited him to last week, meeting scheduled for tomorrow, has been postponed until next week, the date , hour, and venue to be announced on Friday. This change is due to our President’s change of schedule. He is flying to Asia tomorrow, so the meeting has to be postponed. I will get back to you on Friday with precise information.”

“Thank you for calling. I’ll inform Mr. White and we will be waiting for your call on Friday.”

“Thank you, do so. We will talk again on Friday.”

Fill in the form with the caller’s details, with a fictitious date and time, and build a paragraph inserting all the information provided in the telephone conversation.

Caller	
Date/time	
Message	

An incoming call

“Hello, this is Kevin Bright, from the Parking Space Administration. I would like to speak to your company president, Mr. White, please.”

“Hello, Mr. White is not in right now. This is his secretary speaking. How can I help you?”

“There is a sensitive issue I want to discuss with him. It seems that the company has been using more parking space than allotted for the past two months. We have received a notice from the Research Institute, situated opposite your company building. I would like to discuss the matter with Mr. White.”

“He is not in right now, but I can ask him to call you back as soon as he returns.”

“I will appreciate it if you give us a call when Mr. White returns. This is an urgent issue and we would like to solve it without further delay. Please put down our telephone number. It is 262-433-129, Kevin Bright.”

“I have written that down. We will call you as soon as Mr. White returns to the office.”

“Thank you. Have a nice day.”

“The same to you, Sir. Bye.”

Fill in the message form:

Caller	
Date/time	

Message	
---------	--

You have two message slips and a note on your desk .

Please call the people on the two telephone numbers and leave my messages there.

I have an appointment with the bank president in the morning, so I may not be in the office before 12 o'clock.

S. White

Outgoing Call

Call to	Mary Smith, Zed Inc.
Telephone no.	
Message	Thank them for letting us know the meeting was postponed. Unfortunately, I am leaving for India next week, so I will not be able to attend. Matters stay as formerly discussed with them. My presence or absence at the meeting will not

	change our position. We maintain our approach to their proposals as discussed before with them.
--	---

Outgoing call

Call to	Kevin Bright
Telephone no.	262-433-129
Message	Tell Mr. Bright that we have an agreement signed with the President of the Research Institute for additional parking space, an agreement signed last month. We can provide a copy for him. I do not know who could have informed them about our using additional space illegally. Ask him if he wants a copy of the agreement and send him one if required.

Supply the correct form of the verb in brackets in the following telephone message.

Mrs. Stanfield (call)_____ yesterday, at 3 o'clock. She (inform)_____ that she (can not)_____ make it to reach the Conference Center because her car (break down) _____ in the traffic. She (leave)_____ her office quite early for her to reach in time, but the car (have)_____ some engine problem and she (can not)_____ start it. She (leave) _____ the car there, (call)_____ the service people, and when

they (arrive)_____, she (entrust)_____ the car to them and (look)_____ for a taxi. Due to the rush hours, the taxi (find)_____ it hard to reach the Conference Center, which (be)_____ almost out of town. So she (give up)_____ the idea of reaching there, and (return)_____ to her office.

Mr. Newman will call back tomorrow morning, to talk to you about your trip to New Delhi. He said that he (book) _____ the tickets with Air India, business class, for the two of you. He (call)_____ his partner in Calcutta for accommodation details. You (not worry) _____ as the people in Calcutta (choose)_____ the best business class hotel there. He mentioned that business in India (be)_____ very good and it (look)_____ like it (stay)_____ so for some time. He also insisted that you (think)_____ and (decide)_____ on opening a branch in Calcutta, as our goods (be)_____ in high demand there. Mr. Newman will call back tomorrow and you (discuss)_____ all these with him personally.

Translate the following sentences for your English partner, for him to understand what the problem is:- Numărul de telefon este greșit.

- Nu am ton.
- Convorbirile cu taxă inversă nu se practică aici.
- Convorbirile internaționale se fac prin contul personal.
- Nu vrea să vorbească mai tare.
- L-am întrerupt fără să vreau.
- Mi-a făcut legătura cu o altă persoană.
- Nu poți discuta chiar orice la telefon.
- Tastatura calculatorului este defectă.
- Nu merge rețeaua

- Factura noastră telefonică este destul de încărcată.
- Nu am primit mesaje e-mail de ieri.
- Iar am rămas fără antenă!
- Mi-a trântit telefonul
- Cablurile s-au rupt din cauza furtunii.

Translate into English:

Noi am încercat să luăm legătura cu firma respectivă în diferite moduri: am trimis un e-mail la adresa menționată pe catalogul lor de produse. Nu am primit nici un răspuns. Am încercat să-i contactăm telefonic, dar numerele apelate nu răspund. Am trimis un fax la numărul menționat pe catalog. Faxul a primit un raport de confirmare de primire, dar noi nu am primit nici un răspuns. Am trimis două scrisori, la interval de două săptămâni, la adresa poștală menționată pe catalogul lor. Nu am primit nici un răspuns. Am căutat, desigur, pagina web la adresa menționată pe catalogul lor. Nu există o asemenea pagină. Aceasta nu poate fi decât o companie fictivă.

Words and phrases:

Translate into Romanian:

Communication software consists of programs that access software and data from, and transmit data to, a computer in a different location. Communication software has several features. One feature is the access to information services, that is the programs include protocols for communicating with information services, such as CompuServe. Another feature is file compression. Some programs have protocols that automatically compress files. The program can reduce the space taken up by data on a storage device before these are transmitted. The feature shortens the time taken to send a file. Error checking is another important feature, especially when complex data is sent. The software must have an efficient error-checking protocol. A very important feature is the speed of transmission, as the faster the program can transmit, the lower the charges will be.

Words and phrases: