SOFT SKILLS: Good Communication ⏱20 min

Partner up. Then, for each scenario below, one person will play the role of a student or employee exercising the soft skill, **Good Communication**, and the other will play the role of a peer or supervisor. Make sure each response is something you, personally, would be comfortable saying in the scenario. Based on your response, your partner will follow up with dialogue.

Part I: During High School

1. Your school has a strict dress code, which the handbook says is to allow each student to focus solely on his or her education. You and a few of your classmates disagree with the policy and feel that time spent in detention for uniform violations is turning you off from school altogether. The vice principal has agreed to meet with you for 15 minutes to hear your side of things. How will you convince him to change the policy?

2. Realizing that college is expensive, you are seeking a part-time job for after school and summer. Toward the end of your first job interview, the business owner asks, "Describe a time when you overcame an obstacle. What did you learn from the experience?" How do you answer?

Part II: On the Job

3. You work as a waitress in a high end restaurant, where dinner for four can easily cost hundreds of dollars. One table in your section is extremely boisterous, telling long stories, laughing loudly, and frequently getting out of their seats. You see a few other guests whispering and glaring, and then one table complains to you directly about the disruption to their dinner. How do you convince the loud table to settle down without offending them and ruining your tip?

4. Suzanne, a kind, veteran employee who you sometimes take coffee breaks with, looks upset this morning. When you ask what's wrong, she says, "You know, maybe you can help. You're young. It's my son, he's in college and he's struggling to keep his grades up. I think he stays up too late. He says he's studying, but I think he's wasting time online..." Her story continues for a solid three minutes. You like Suzanne, and she previously gave you great advice on buying a car, but you have work to do. How do you respond?

5. You decide to take an entry-level job doing data entry right out of college. The work is unrelated to your major, but you need to start paying off student loans. Though you don't love the work, you're quite good at it, but you find out that some coworkers are making $2 more per hour than you are. What do you say to your manager in order to get a raise?

6. Working at Smoothie Shop, you can tell your boss really likes the work you do. He compliments your work ethic and gives you the best schedule. During a shift he's working with you he says, "I think we could make more profit if we opened two hours earlier (5am!), did some social media campaigns, and bought fruit from a different supplier. What do you think?" What follow-up questions might you ask to better understand the problem and his solutions?

Questions for Reflection or Discussion:
• Why is **Good Communication** an important soft skill at school or work? • What could you do to build your strength in this particular skill? • If one person is not particularly good at this skill, how can that impact an entire team?

❖ **Teacher Tip:** (Optional) Use this activity with the corresponding Canva template.