

Communication tips:

There are many unspoken rules in communication, especially professional ones. The frustrating part is that no one really teaches them outright, you're just expected to pick them up.

Coworker Sends You a Friendly but Unclear Message. If the tone is unclear, assume positive intent. Ask clarifying questions if needed.

Reply Example:

"Hi there, just to be sure I understand, are you asking if I can help with [X]? Happy to help if so, just let me know!"

Everyday work scenarios:

- You are sent a vague task or email. A manager or coworker emails: **"Hey, can you take care of this when you have a moment?"** - ND challenge: vague language, unclear expectations, no set deadline.
- How can you reply, **"Hi, just to clarify, what exactly needs to be done here, and is there a specific timeline or deadline for it?"**
- Someone asks you to do something quickly while you are focused. You can reply: **"I'm currently focused on something else. Can you send that to me in writing so I don't miss any details?"** or **"I want to make sure I do this right. Can I check in with you once I am finished with my current project?"**
- Someone asks you to do something that is outside your bandwidth. You can say: **"I don't have the capacity to take that on right now"**. Or **"I want to do this well, and I'd need more time than I currently have."**
- Overwhelmed by too many messages and tasks. You can say: **"I'm getting a lot of incoming tasks/projects. What is our main priority right now?"**
"I'm having some sensory/cognitive overload today. Can we communicate in writing instead of verbally for now?"

Here's a script for advocating for written or shown instructions:

- **"I retain and process information best when it's written or shown. If you can follow up in writing or show me the process once, I'll be able to do it accurately without needing to come back with questions."**
- Unclear instructions: **"I want to make sure I'm doing this correctly. Can you walk me through the steps or give an example?"** Or **"I process things best when they're broken down. Can we go over this in smaller sections?"**