

Topic: Workplace Communication

Let's get started...

Who did you communicate with today? How did you communicate? (For example, in person, by email, etc.)

Background:

At work, it is very important to communicate clearly with your co-workers, boss, and customers. There are many different way to communicate, such as in person, by phone, by email, and in writing. In some jobs, people communicate with others all day; in other jobs, people rarely communicate with anyone throughout the day.



In pairs for 5 minutes, ask and answer these questions:

- What kinds of jobs have a lot of communication?
- What kinds of jobs don't have a lot of communication?
- What kinds of jobs do you prefer?

Share your partner's answers with the group.



Discussion Questions:

Do you think you talk to your co-workers too much? Does it distract from your work?

If your co-workers speak your native language, which language do you communicate in?

Do you get along with your co-workers? If you don't get along with your co-workers, how do you communicate with them?

What types of forms do you read at work?

In your native country, did you work with customers?

Do you have a job now? If so, do you work with customers?

What is the hardest part about talking/working with customers? Do you enjoy talking to customers?

What do you do if a customer becomes angry at you?

If you had a choice, would you like to work with customers all day, work with your coworkers, or work by yourself?

How often do you see your boss at work?

What do you talk about with your boss?

What is the role of the boss in your native country? How is that different from the role of the boss in the U.S.?

Would you like to work for a boss tells you exactly what to do, or a boss who gives you more independence?

Do you prefer to work for a company with a lot of different bosses, or just one or two?

In your native country, is it common to be friends with your boss?

What is your favorite form of communication at work? (For example, talking, emailing, etc.) What is your least favorite form of communication at work?

What do you do if you have a problem at work? Who do you talk to about the problem? How can you solve the problem?

What do you do if there is a miscommunication at work?

What do you say if your boss asks you to change how you work? What if you don't agree with him/her?

What do you say to your boss if you want vacation time? What do you say when you call work when you are sick?

Do you have performance reviews? How often?

**New words and Idioms:**

Customer, boss, performance review, miscommunication,