

# Communicating in the Workplace

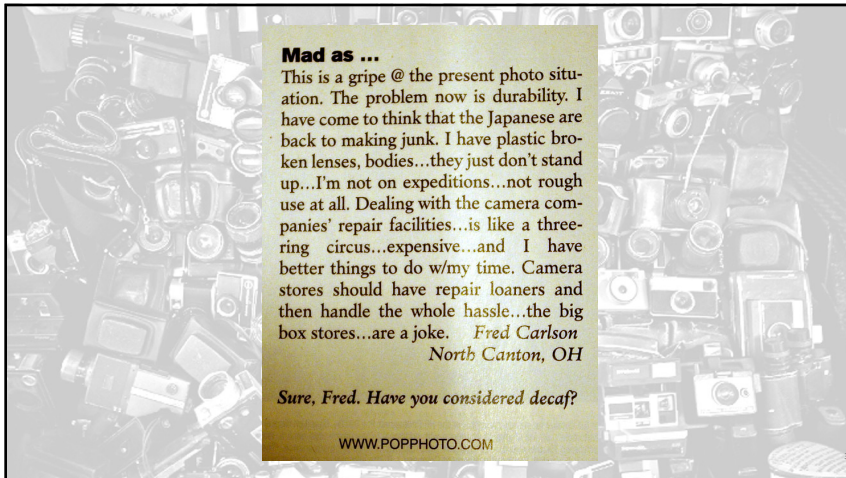
Daniel Thorpe | Day-01 | 10 Feb 2026

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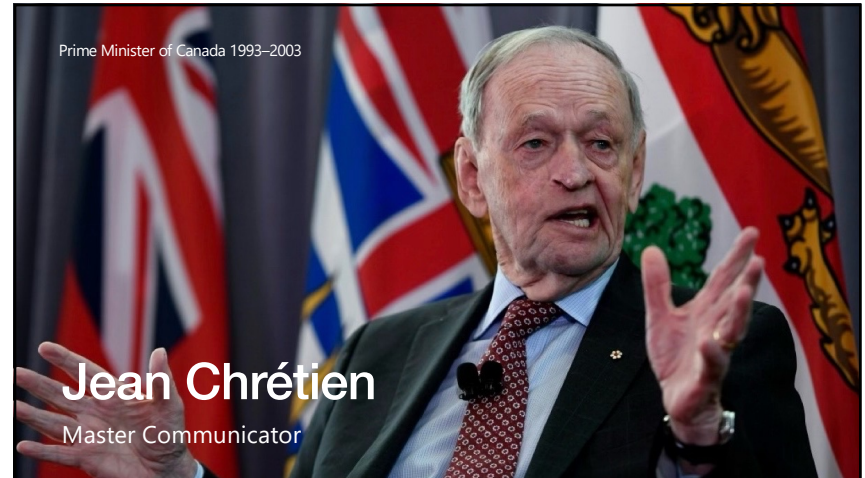
## Why a Communications Course?

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## Google's Project Oxygen (2013, Updated 2018)

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To qualities that make their best managers most effective:

- Being a good coach
- Listening and communicating well
- Empathy and support

(Science, technology, and engineering expertise ranked last among the top skills.)



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## Welcome & Administration

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## Course Outline: Day One

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- Intro: Why a Communications Course?
- Welcome & Administration
- **The Communication Process**
- Student Introductions
- Break
- Student Introductions
- **Communication Channels**
- **Overcoming Barriers to Communications**
- (Handouts available as .pdfs at: <https://www.wobblythumb.ca/citw/>)

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## Administration

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GRADING (Letter)

- 10% Attendance & Participation
- 35%: Written Work (Quizzes, Presentation Outlines, Assignments...)
- 15% Practice Presentations
- 30% Final Presentation
- 10% Final Exam

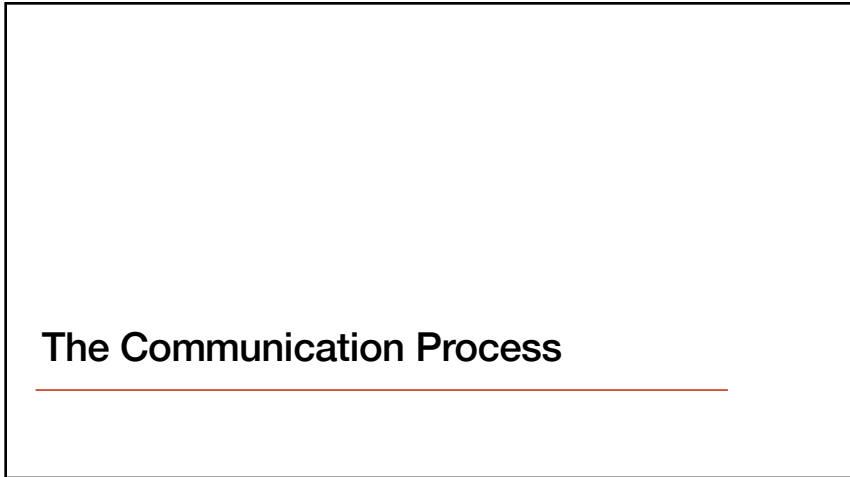
Timetable: Fridays, 10:00 – 4:00p | 10 Feb–17 April 2026 (No class 3 April)

80% Attendance Required

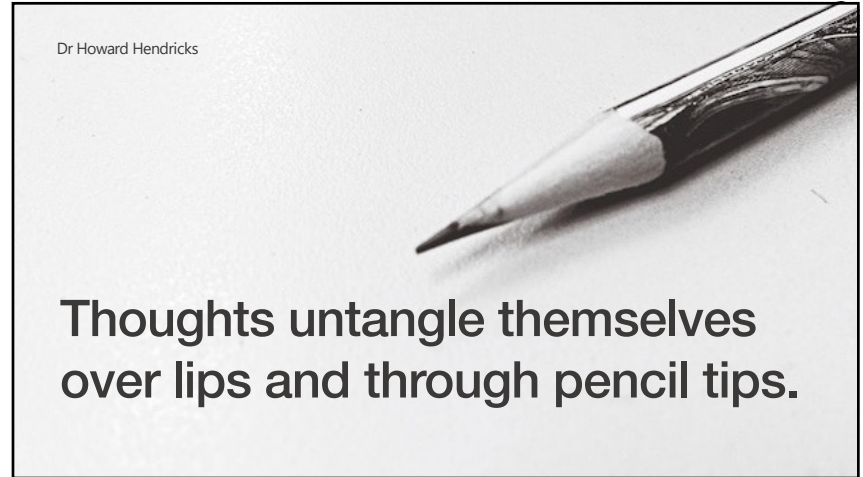
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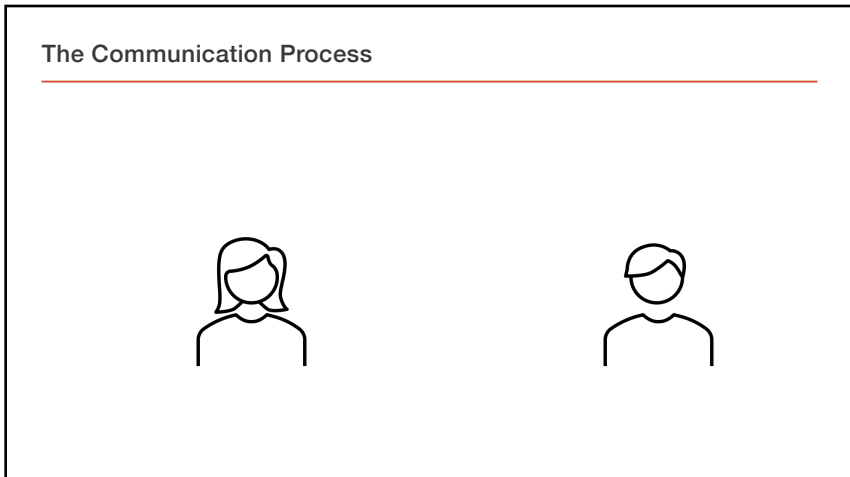
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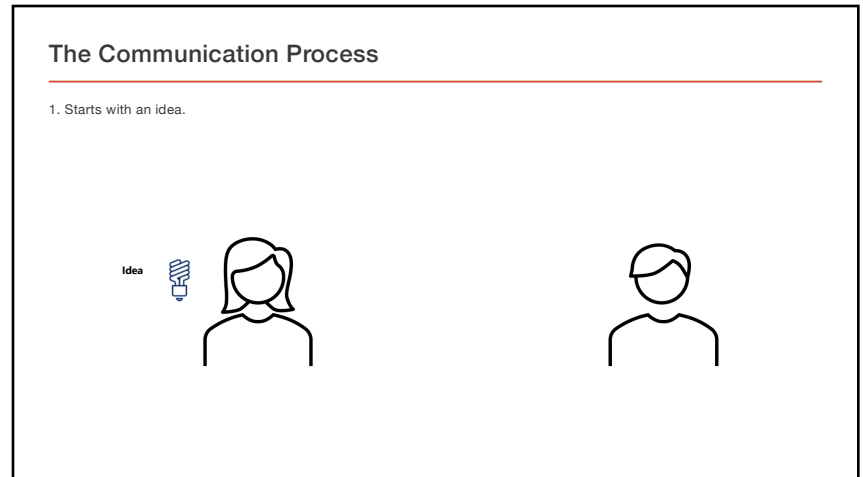
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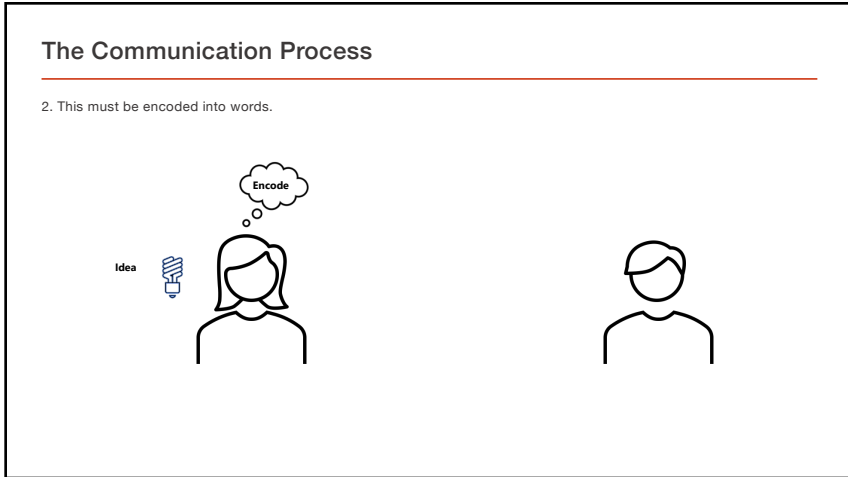
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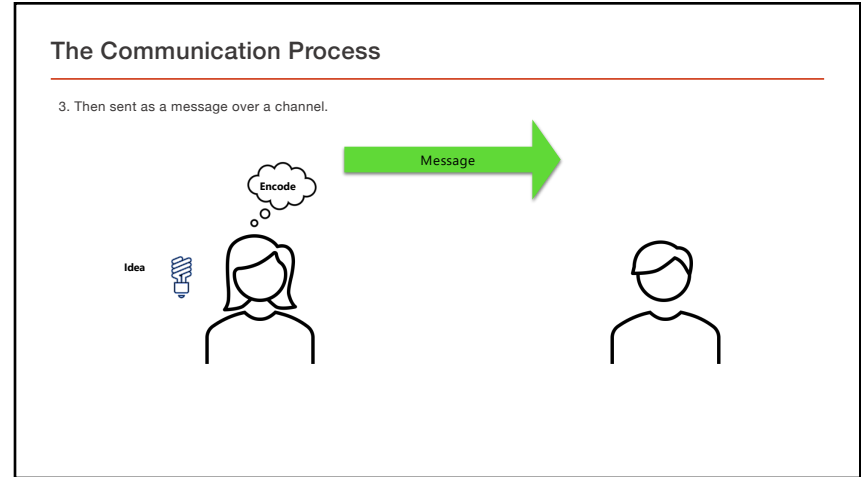
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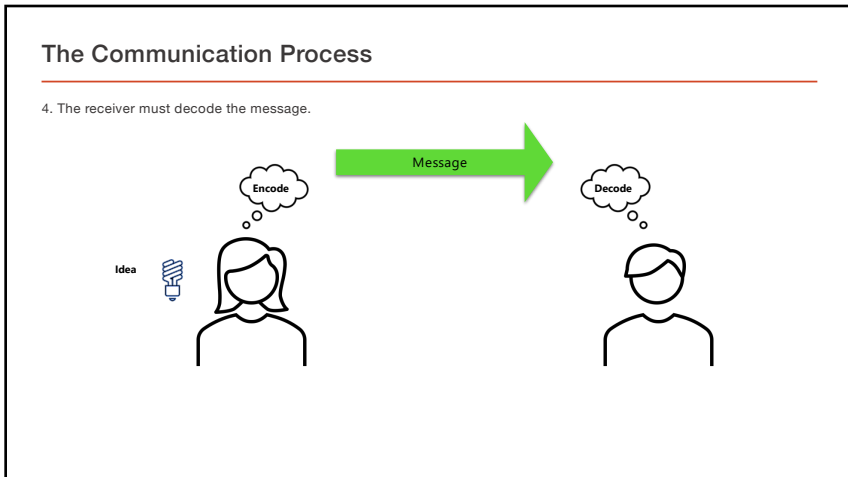
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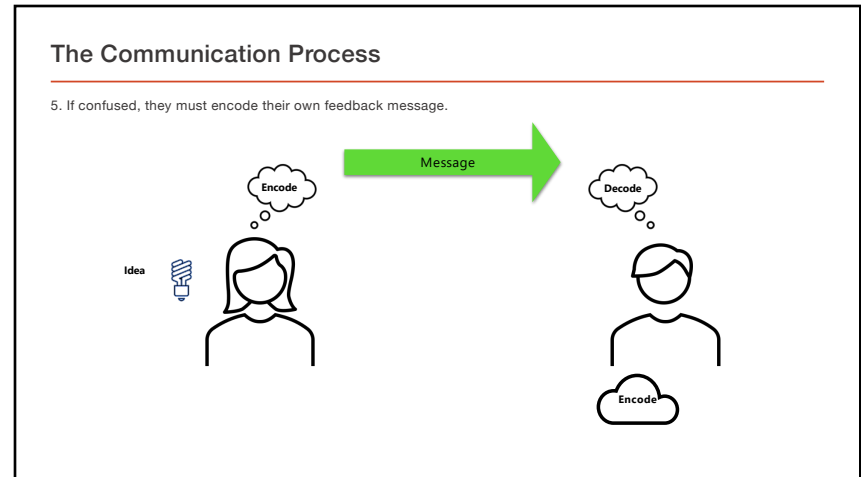
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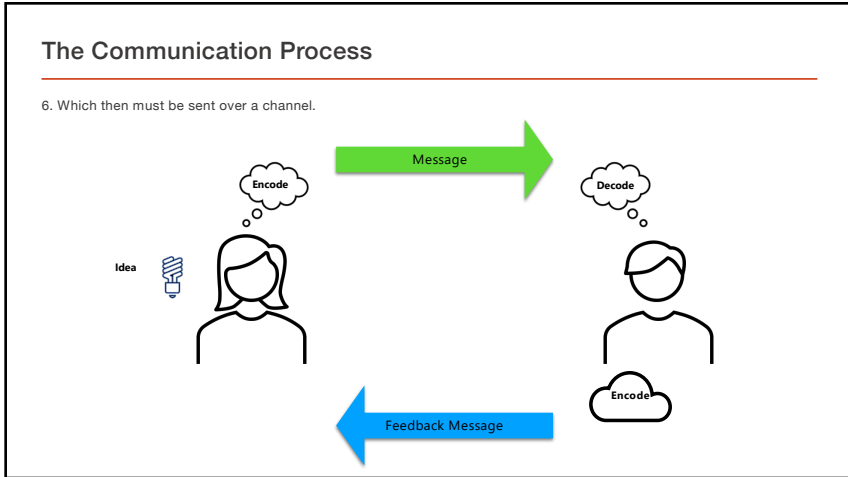
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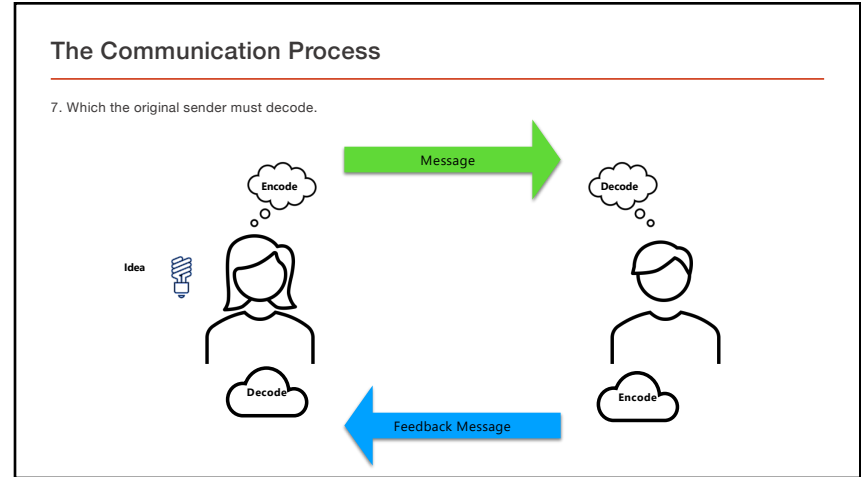
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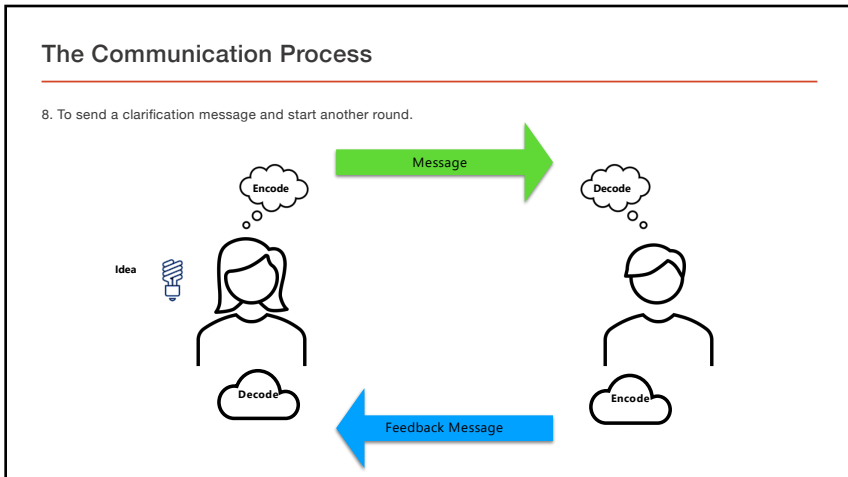
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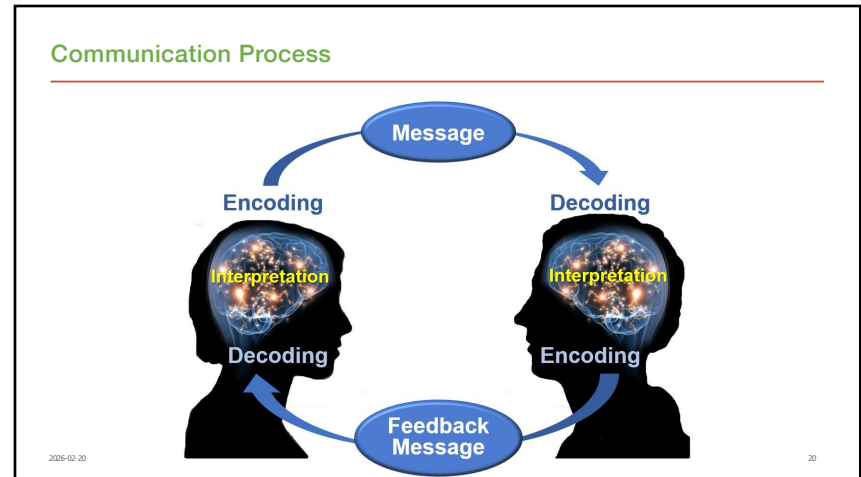
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# Choosing a Channel

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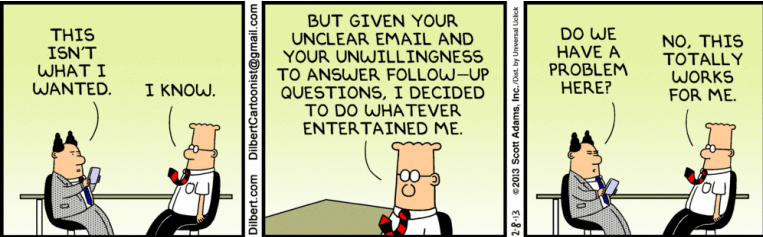
## Characteristics of Channels

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- Speed: fast or slow.
- Easy or difficult to use.
- One-on-one or multi-point.
- Written or verbal...



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**Asynchronous vs Synchronous**

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## What is Each Channel Good For?

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- Face-to-Face?
- Phone?
- Email?
- Texts / Instant Messaging / Chat?
- Meetings?
- Online documents?
- Bulletin Boards?

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HE ONLY LISTENS  
WHEN HE'S TALKING



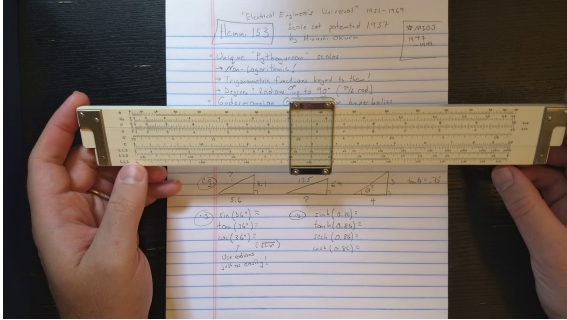
**Overcoming Barriers to Communication**

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**Attitude: Recognize that Communicating Well is a Skill**

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**Physical Barriers**

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Use an appropriate channel:

- Face-to-face.
- Email.
- Telephone.
- Text.
- Presentation.


(Ensure the channel is working well with no unnecessary friction.)



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**Active Listening**

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“You’re taking too many notes!”



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### Provide Nonverbal Cues

(Instant Feedback)

- Eye contact.
- Facial expression.
- Posture & gestures.
- Time.
- Territory.



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### Cultural Effects on Communication



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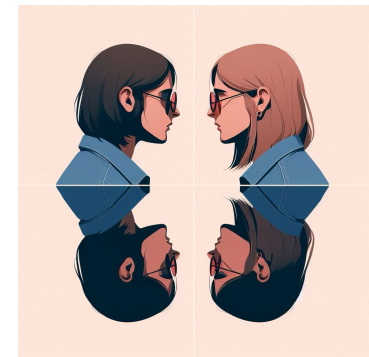
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### Mirroring

Consciously or subconsciously imitate:

- Gestures.
- Speech patterns.
- Attitudes.


Builds rapport and enhances understanding.



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Empathy

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Student Introductions

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Break

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15 Minutes

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Student Introductions

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# My Introduction

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## Something About Me: 01

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## Something About Me: 02

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## Something About Me: 03

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