

Communicating in the Workplace

Daniel Thorpe | Day-02 | 27 February 2026

1

Intro & Review

2

Quiz


3

Communicating in Writing

4

Stages of Business Writing

1. Prewriting.
2. Writing.
3. Revising.
4. Proof Reading.



PROOFREAD

1. Accuracy
2. Grammar
3. Spelling

5

The Importance of Proof Reading (Punctuation)

Dear Saxon:

I want a man who knows what love is all about. You are generous, kind, thoughtful. People who are not like you admit to being useless and inferior. You have ruined me for other men. I yearn for you. I have no feelings whatsoever when we're apart. I can be forever happy--will you let me be yours?

Yours,
Daria

Dear Saxon:

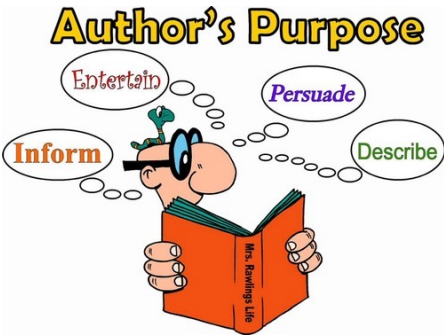
I want a man who knows what love is. All about you are generous, kind, thoughtful people, who are not like you. Admit to being useless and inferior. You have ruined me. For other men, I yearn. For you, I have no feelings whatsoever. When we're apart, I can be forever happy. Will you let me be?

Yours,
Daria

6

Principles of Business Writing


Author's Purpose



- Purposeful.
- Audience Oriented.
- Professional ("Business Casual").
- Clear.
- Concise.

7

Be Audience Focused



8

Language in Business Writing Should Be...

Plain / Conversational (NOT Overly Formal or Casual):

- Hang loose until I get back to you.

Positive:

- I can't let you start your vacation until 1 May.
- Customers cannot return merchandise without a manager's approval.
- We can't send your shipment until we receive proof of your payment.

Audience Oriented:

- Please return the enclosed card so we can update our beneficiary records.

9

Business Writing Should Be Courteous

Blunt:

- Have that report to me by close of business Friday.

Polite Command:

- I need that report by close of business Friday.

Blunt:

- Don't eat all the muffins!
- You can't come behind the counter.

10

Business Writing Uses Plain / Conversational Language

- Use **"begin"** instead of **commence** or **initiate**.
- Use **"pay"** instead of **compensation**.
- Use **"end"** instead of **terminate**.
- Use **"return"** instead of **reciprocate**.

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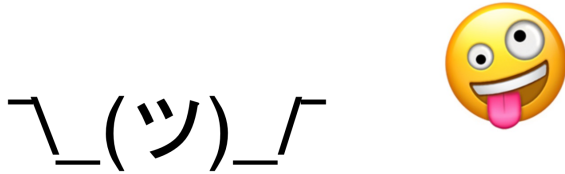
Business Writing is Precise

- Use **"1,000"** (or some other number) instead of **"many"**.
- Use **"5:30 AM"** (or some other specific time) instead of **"early"**.
- Use **"33° C"** (or some other specific temperature) instead of **"hot"**.
- Use **"89.9%"** (or some other specific percentage) instead of **"most"**.
- Use **"Business Administration Students"** instead of **"others"**.
- Use **"A millionaire"** instead of **"very rich"**.
- Use **"An oak desk"** instead of **"nice furniture"**.
- Use **"8:00 PM Wednesday"** instead of **"soon"**.

12

Emoticons and Emojis?

Yes, or no?



~_(ツ)_~

13

Abbreviations?

Yes, or no?

- It's (It is)
- They're (They are)
- Don't (Do not)
- Haven't (Have not)

14

Common Errors-05

Avoid Mixed Metaphors

1. Yes, I loved your mother, but that train had already sailed.
2. He tried to scale the wall of hatred between them but found he couldn't burrow through it.

15

Common Word Usage Errors

Alot vs A Lot | It's vs Its | Here vs Hear | Your vs You're | Their vs They're vs There

16

Alot vs A Lot

Alot = not an English word.

A lot = a large quantity (“There are a lot of lambs here”).

17

- A. There's alot of clues in this room.
- B. There's a lot of clues in this room.

18

B. There's a lot of clues in this room.

19

- A. I ate a lot of expired shrimp and now I don't feel so great.
- B. I ate alot of expired shrimp and now I don't feel so great.

20

A. I ate a lot of expired shrimp and now I don't feel so great.

21

It's vs Its

It's = a contraction ("it is").

Its = possessive form ("that is its toy").

22

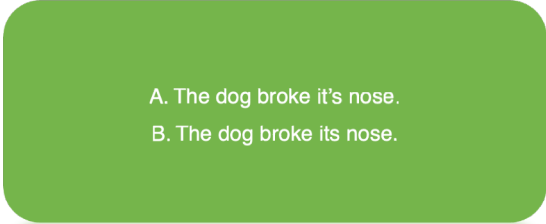
A. It's not a bad day for January in Winnipeg.

B. Its not a bad day for January in Winnipeg.

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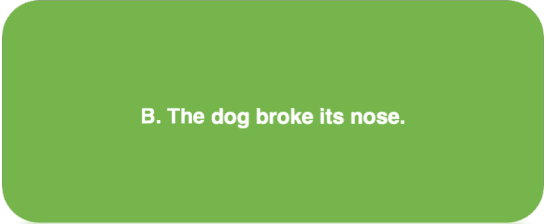
A. It's not a bad day for January in Winnipeg.

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A. The dog broke it's nose.
B. The dog broke its nose.

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B. The dog broke its nose.

26

Here vs Hear

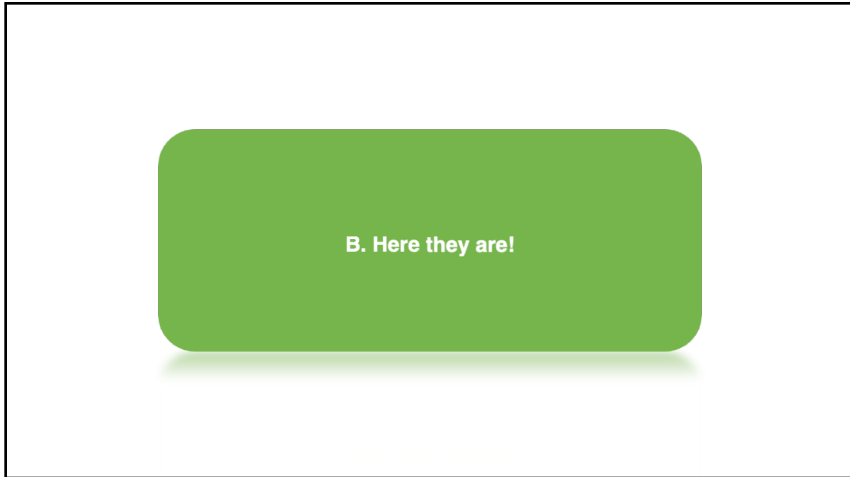
Here = a location ("here it is").
Hear = perceive with your ear ("I hear you").

27

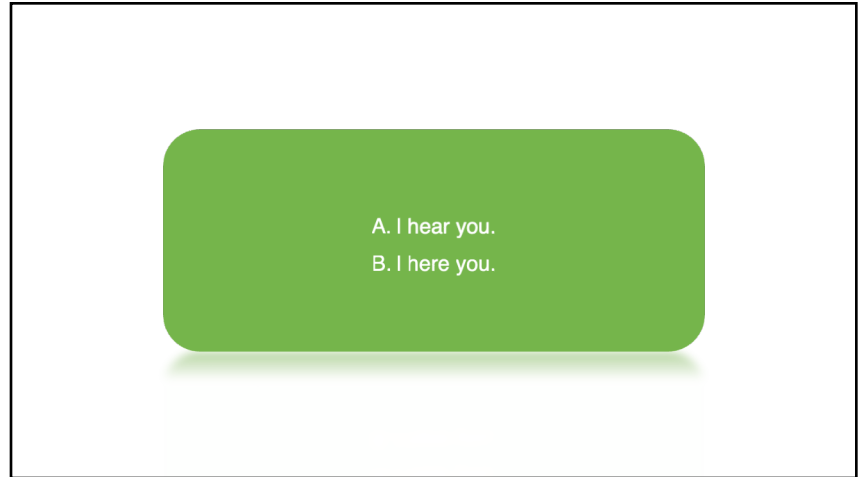


A. Hear they are!
B. Here they are!

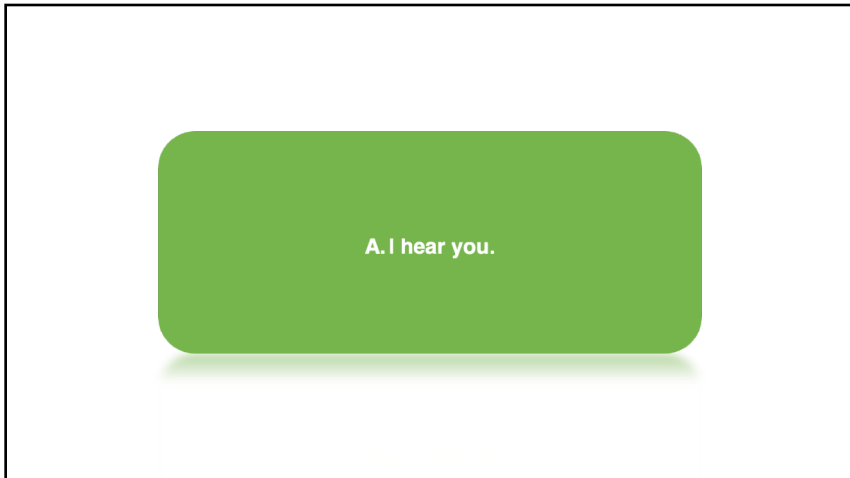
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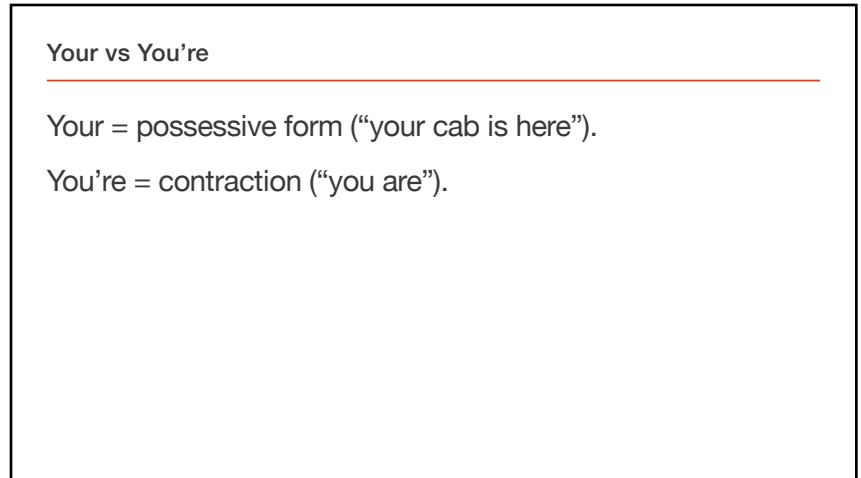
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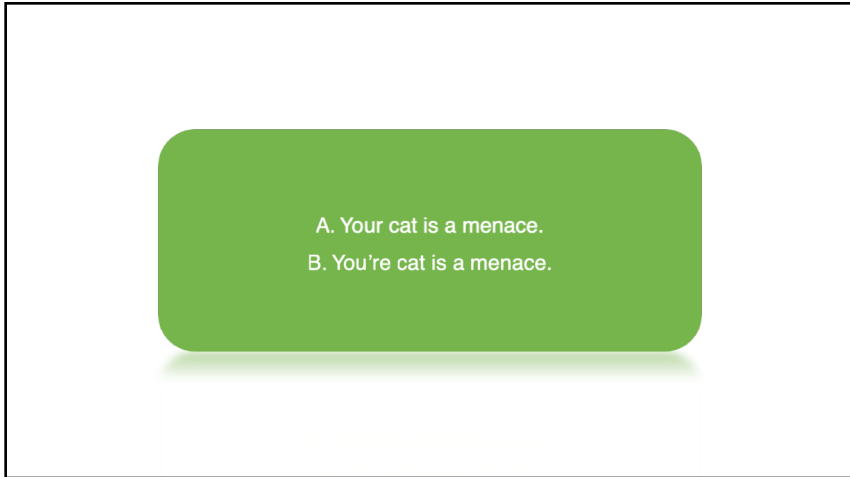
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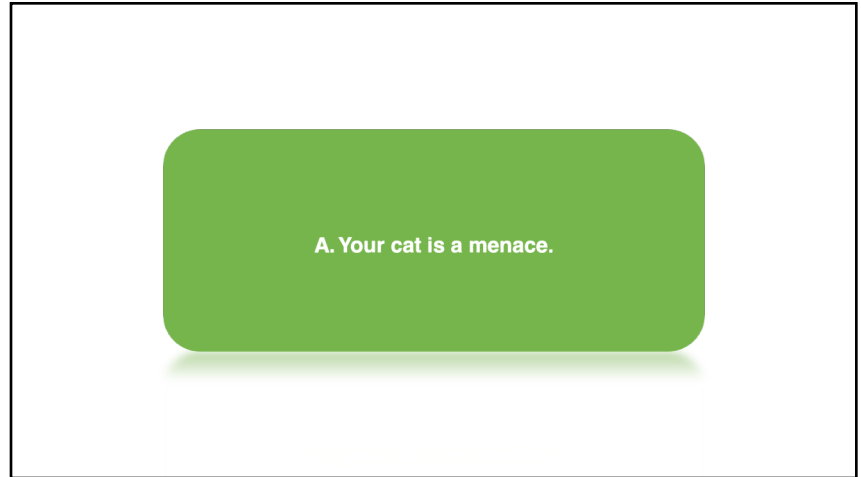
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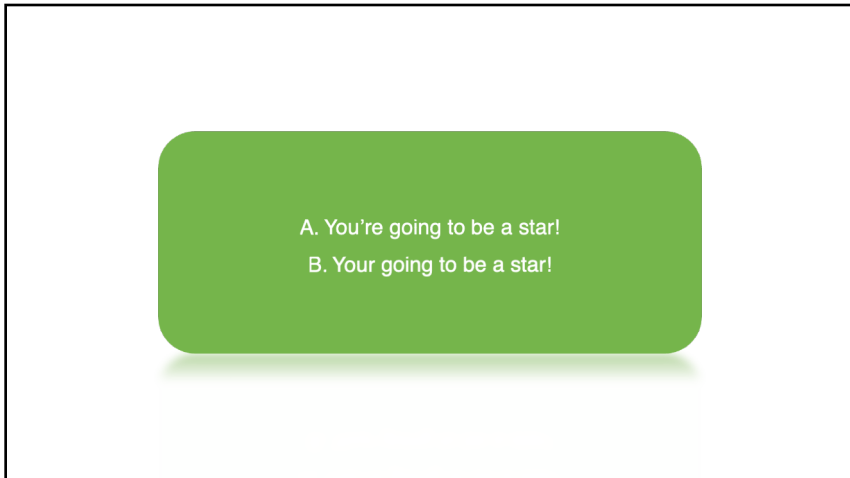
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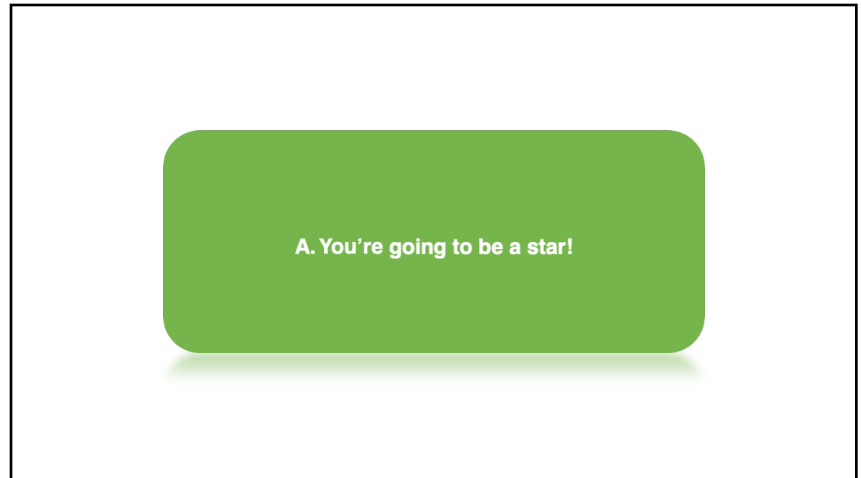
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36

There vs They're vs Their

There = location ("there is your cab").

They're = contraction ("they are").

Their = possessive form ("their dog is very friendly").

37

- A. There cab is here.
- B. They're cab is here.
- C. Their cab is here.

38

C. Their cab is here.

39

- A. There they are.
- B. They're they are.
- C. Their they are.

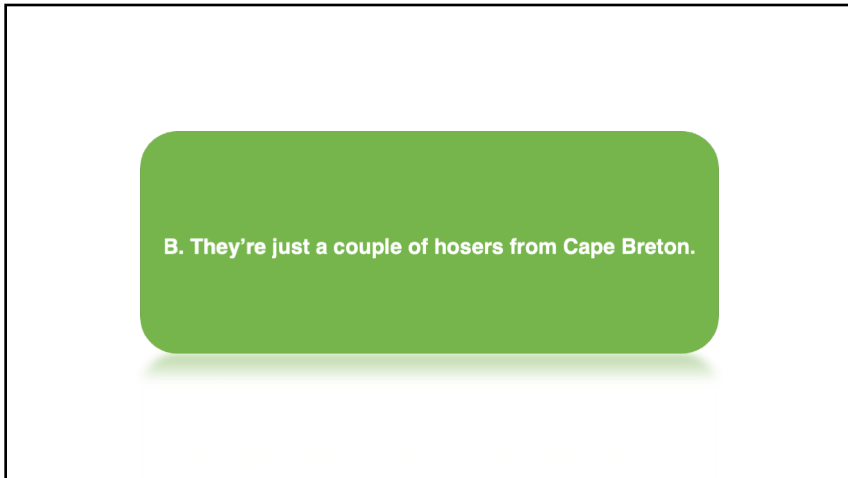
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41



42



43



44

Writing Tip-01

Passive vs Active Voice

ACTIVE VOICE


The subject of a sentence takes action, usually by performing an action or making a statement.

EXAMPLE:
She is writing this essay.
 Subject & Verb

PASSIVE VOICE

The subject of a sentence receives action instead of performing it.

EXAMPLE:
 This essay is **written by her**.
 Verb & Subject




45

Writing Tip-02

Smooth Transitions

once although rather then nevertheless
 namely rather despite before
 whereas including surely instead despite
 instead immediately equally
 further Transition eventually
 later identically Words however
 whenever certainly conversely
 meanwhile chiefly truly indeed otherwise

46



BLAISE PASCAL
 1623–1662

"I am sorry to have wearied you with so long a letter but I did not have time to write you a short one"

47

Storytelling

48

Character

- Creates Identification
- Empathy
- Personal Involvement



49

Setting

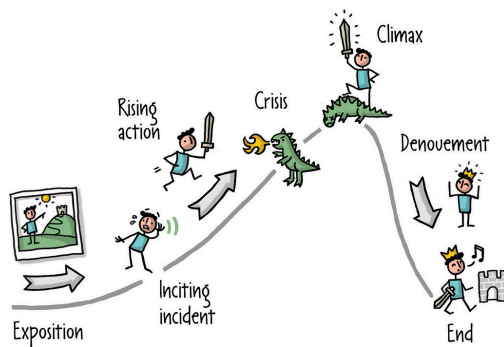
In business storytelling the setting is often your starting situation; the question or problem you're looking to solve.



50

Plot

- Driven by the situation and character.
- Each action drives the next (not just one thing after another).



51

Theme

- What your story is "about".
- Not the same as its topic or subject.
- What do you want the audience to take away?

Subject: A Call to Bill Hewlett.



Theme: It's important to ask, to take action.

52

Homework for Day-03

1. Review the Day-02 handouts.
 2. Note any questions you want to ask for Day-03.
 3. Select some incident from your experience that taught you a lesson (your theme). This could be a holiday where all went well (or poorly), a job interview, etc... Prepare a short (two minute) presentation to tell this story with:
 - A compelling introduction that gets your audience's attention and establishes your setting;
 - A description of yourself as the protagonist;
 - A plot in which you resolve a conflict / learn a lesson; and
 - A Conclusion that reinforces your theme.
- Email to me as bullet points NLT Thursday, 6 November.



53



54

54