

# Communicating in the Workplace

Daniel Thorpe | Day-05 | 20 March 2026

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## Intro & Review

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### Review Questions

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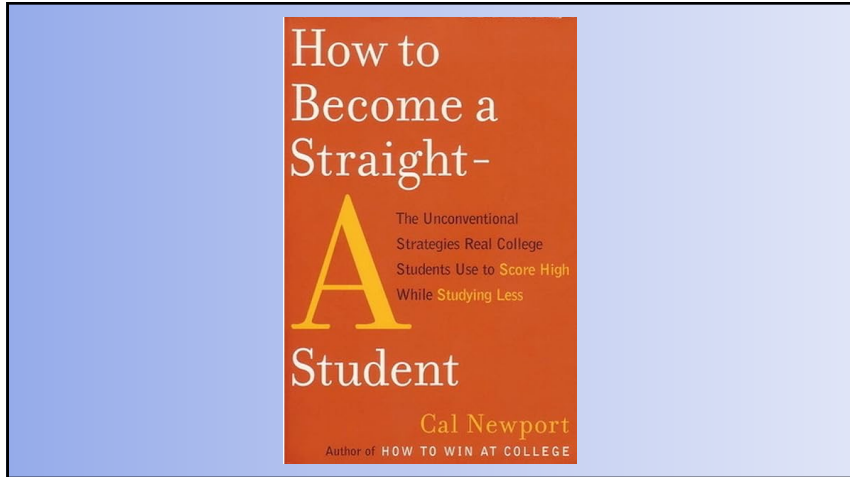


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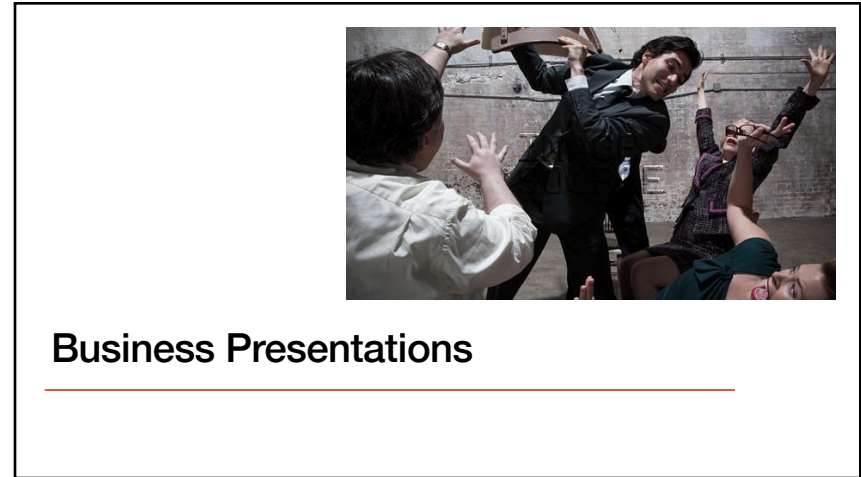
## Quiz!

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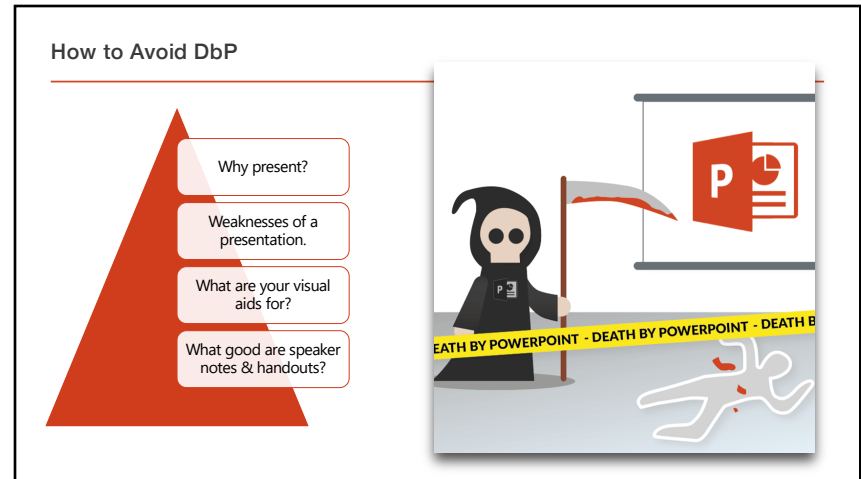
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### 1. Why Present?

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### 2. Weaknesses of a Presentation

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### 3A. What Are Your Visual Aids For?

- Clear section headings.
- Transition cues.


- Level 1
- Level 1
  - Level 2
  - Level 2
    - Level 3
    - Level 3
  - Level 2
- Level 1

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### 3B. What Are Your Visual Aids For?

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- Can include:
  - Photos.
  - Videos.
  - Diagrams.
  - Charts.
  - Whiteboard.
  - Flip Chart.

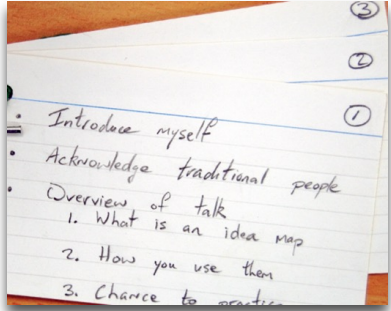


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### 4. What Are Speaker Notes & Handouts For?

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- Speaker notes are for you:
  - PowerPoint notes.
  - Index Cards.
  - Outline.
  - Script.
- Handouts are for the audience:
  - Give out at end?
  - Beginning?



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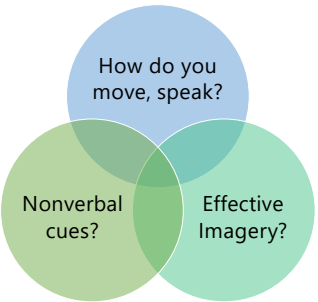


**Conclusion**  
How to Avoid Death by PowerPoint


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### Final Tips

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- straight posture
- proper eye contact
- uncrossed arms
- smile
- be confident



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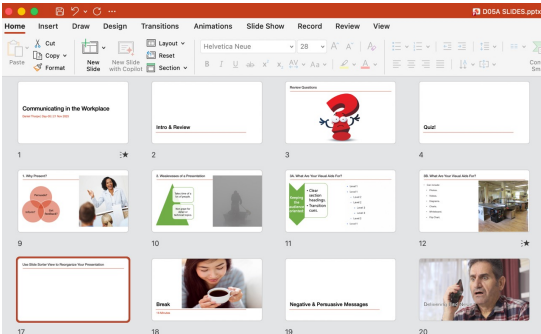
# PowerPoint Tips

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## Use Slide Sorter View to Reorganize Your Presentation

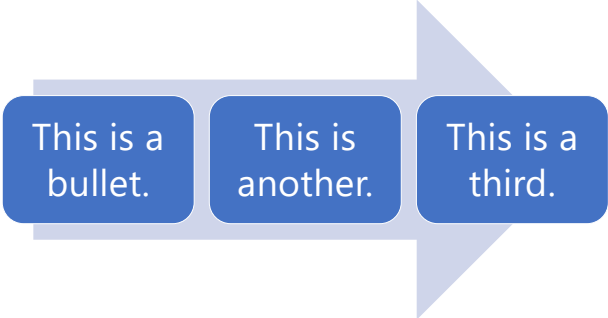
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## Bullets Vs Smart Art

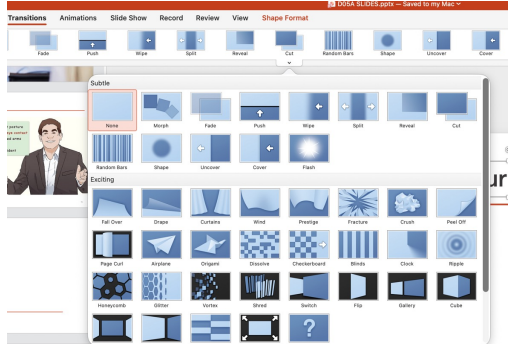
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## Be Subtle & Consistent With Your Transitions

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However, the Morph Transition is PowerPoint's Superpower

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## Bullets vs Smart Art

- Bullet One
- Bullet Two
- Bullet Three

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Finding & Formatting Images

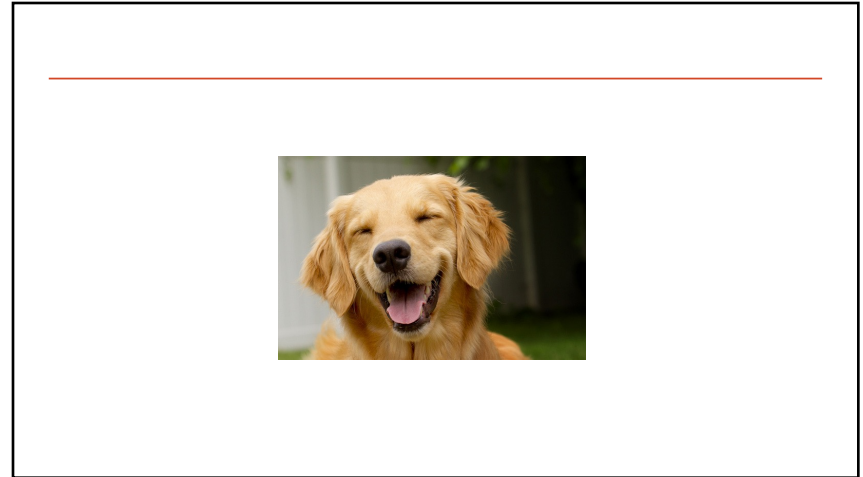
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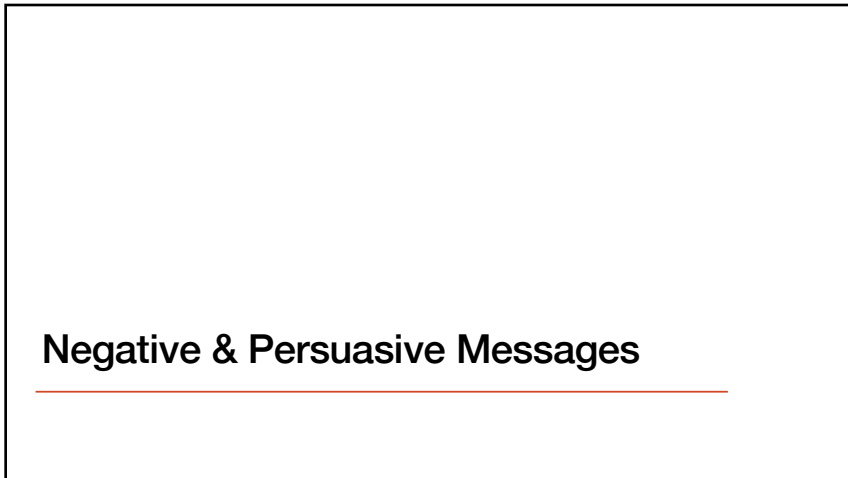
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### The Indirect vs Direct Approach

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<p><b>The direct approach:</b></p> <ul style="list-style-type: none"> <li>• Essential message in the opening.</li> <li>• Reason(s) in the body.</li> <li>• Pleasant closing.</li> </ul>	<p><b>The Indirect Approach:</b></p> <ul style="list-style-type: none"> <li>• Opening Buffer</li> <li>• Reasons</li> <li>• Bad News</li> <li>• Closing</li> </ul>
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### When to Use

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<p><b>Use the direct approach:</b></p> <ul style="list-style-type: none"> <li>• When the bad news is not damaging (e.g., small increase in cost).</li> <li>• When the receiver may overlook the bad news.</li> <li>• When the receiver prefers directness.</li> <li>• When firmness is necessary (e.g., collection letters).</li> <li>• To save time.</li> </ul>	<p><b>Use the Indirect Approach:</b></p> <p>When the message will upset or irritate the audience.</p> <ul style="list-style-type: none"> <li>• To show sensitivity.</li> <li>• To soften the impact of the bad news.</li> </ul>
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### Example Indirect Approach-01

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**THE OPENING BUFFER:**

- Apologize sincerely.
- Accept responsibility.
- Use good judgment.
- Convey understanding and empathy.

**Examples:**

- A statement of appreciation/understanding, points of agreement, an apology.  
 ("We are so sorry to hear your Ming vase was damaged in shipment.")


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### Example Indirect Approach-02

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**REASONS:**

- Explain clearly and cautiously (be specific, if possible).
- Cite plausible audience benefits.
- Explain company policy.
- Use positive words and emphasize what you can do.
- Demonstrate fairness.



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### Example Indirect Approach-03

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#### BAD NEWS:

- Cushion the bad news.
- Position the bad news strategically in the middle of a statement or paragraph.
- Use the passive voice.
- Suggest a compromise or an alternative (a more suitable position/competition; reapplication).



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### Example Indirect Approach-04

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#### PLEASANT CLOSING:

- Be forward looking (encourage future relations).
- Suggest follow-up (end letter with follow-through advice).
- Give a special offers, resale or sales promotion if possible.
- Include good wishes.



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## Negative Message Exercise

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### Tips for Dealing with Disappointed Customers

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- Call the individual involved.
- Describe the problem and apologize.
- Explain why the problem occurred, what your company is doing to resolve it, and how the company will ensure that the problem will not happen again.
- Follow up with a message that documents the phone call and promotes goodwill.

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## Tips for Sharing Negative News with Employees

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- Deliver the news in person.
- Gather all the relevant information.
- Prepare and rehearse.
- Explain: past, present, future.
- Consider taking a partner.
- Think about timing.
- Be patient with their reaction.

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## Tips for Better Communications

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- Use straightforward language.
- Speak slowly and enunciate clearly.
- Encourage feedback.
- Check frequently for comprehension by asking questions.
- Observe eye movements.
- Accept blame.
- Listen without interrupting.
- Remember to smile.
- Follow up in writing.

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## Homework for Day-06 (Friday, 27 March 2025)

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### Review

1. Review the Day 01–05 handouts:
  - In preparation for a quiz next week; and
  - To note any questions you want to ask.



### Looking Ahead

Start preparing the visual aids for your Formal Presentation. The will be due to me after next class, no later than Noon, Thursday, 9 April 2026.

(Be prepared to present on Days 07 and 08: 10 and 17 April 2026. Remember, 10 minutes total, including two minutes for questions.)

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