

Different ways of communicating at work

In a workplace, there are many ways of communicating with your colleagues. Here are some examples that you might use.



Instant Messaging



Email



Text



Telephone call



Video Call



Social Media



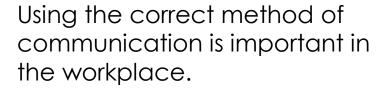
Face to Face group meetings



Face to Face meeting

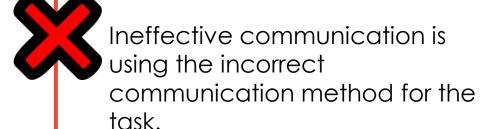


Effective and Ineffective Communication



Effective communication is using the correct communication method for the task.
This may include:

- Using instant messaging to ask a quick informal question to a member in your team.
- Using video call to hold meetings without the need to travel.



This may include:

- Having a confidential meeting in an open plan office.
- Using the incorrect tone in an email, i.e. words in capital letters indicate shouting.
- Communication that is sent out of working hours, i.e. late at night, early in the morning or on weekends.



Effective and Ineffective Communication

Read these scenarios and decide whether they are effective or ineffective ways of communication in the workplace.

You need to ask your colleague a question about a project you're working on. You decide to call them on Friday evening at 8:00pm.

Effective □

Ineffective □

There are many people from multiple businesses required to attend a meeting. You have arranged a video call meeting.

Effective □

Ineffective □



You're in a busy staff room and decide to talk to another staff member about something confidential.

Effective □

Ineffective □

You need to update your colleague on a task and ask them few questions so you send them an email.

Effective □

Ineffective □