



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



Text



Telephone call



Social Media



Face to Face meeting



Email



Video Call



Face to Face group meetings



Effective and Ineffective Communication



Using the correct method of communication is important in the workplace.

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.



Ineffective communication is using the incorrect communication method for the task.

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 a few questions so you send them an email.

Effective

Ineffective

