

BUSINESS COMMUNICATION

1 COMMUNICATION METHODS

Task 1: Discuss the different methods of communicating at work. Use the prompts:

- a. Describe in which situations you prefer to use each method.
- b. Describe the pros and cons of each method.
- c. Describe how commonly they are used in your daily professional life.

1. Zoom.

2. Email.

3. Facebook messenger.

4. Whatsapp voice notes.

5. In-person.

6. Phone calls.

Task 2: Discuss the following questions as a class.

1. Do you think meetings are more productive online or in-person?
2. Can a person improve their communication skills? Does your company offer training?
3. As technology continues to advance, how will communication at work change?



2 WHAT MAKES A GOOD COMMUNICATOR?

Task 1: Discuss what makes a good communicator. Read the instructions below.

- Study the communicative factors in the box below.
- Rank them in order of importance according to your opinion.
- 1 being the most important and 9 being the least important.
- Discuss the reasoning behind each ranking.

Rich vocabulary

No accent

Native speaker

Being fluent

Perfect grammar

Positive body language

Loud voice

Good humour

Good pronunciation

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

Task 2: Are the words in the box related to good communication or bad communication?

extrovert

loud

introvert

sensitive

vague

reserved

fake

charismatic

persuasive

rambling

Task 3: Describe your colleagues using words from task 1 and task 2.

3 PHRASAL VERBS RELATED TO GIVING INFORMATION

Task 1: Choose the correct word to complete sentences.

1. I'll give Darren an **update** / **notification** on the project tomorrow.
2. I need to give Sarah a **call** / **talk** to confirm the order.
3. I'll try to get in **touch** / **feel** with Richard this week to discuss our new products.
4. Let me fill you **up** / **in** on the latest details of the project we've been working on.
5. I'll get **back** / **forward** to him tomorrow because I'm busy now.

Task 2: Complete the phrasal verbs and sentences by using a word from the box.

update	back	touch	call	fill
--------	------	-------	------	------

- a. Give Sarah a _____ when you have a moment. Here is her phone number.
- b. If you need any assistance, don't hesitate to get in _____ with our customer support team.
- c. Can you _____ in everyone on the changes made to the project timeline during the conference call?
- d. I'll review the proposal and get _____ to you by the end of the day with my feedback.
- e. It would be great if you could give an _____ on the status of the marketing campaign during our team meeting tomorrow.

Task 3: Practice using the phrasal verbs by answering the questions.

1. What communication method do you use to give updates to your team?
2. How often do you give your manager a call?
3. How do clients get in touch with you?
4. Do you have to get back to anyone tomorrow?
5. Can you think of any synonyms for "fill in"?



4 SITUATIONS THAT REQUIRE GOOD COMMUNICATION

Task 1: Read the situations in the box.

asking for repetition	summarising	technical issues
asking for clarification	asking for more details	

Task 2: Match the situations to the correct language.

1. _____.

- Sorry, the connection is really slow. I'll call you back.
- Sorry, your screen has frozen. Could you call me back?
- Apologies. I can't hear you. Are you on mute?

2. _____.

- Ok, before we finish, let's go over the key points from today's meeting..
- To recap, the main points discussed during the meeting were...
- During our discussion, we covered...

3. _____.

- Could you clarify your point, please?
- I'm not entirely clear on...
- I'd appreciate some additional information about...

4. _____.

- Sorry, could you repeat that again.
- I didn't quite catch that, could you say it again?
- To make sure I got that right, could you repeat...

5. _____.

- Could you give me a specific example of what's required?
- If possible, could you give me more context on...
- I'd like to delve deeper into...



Task 3: How would you communicate in these situations? Use the language from task 2.

1. When a person speaks too quickly or doesn't pronounce their words properly.

2. During a Skype call the connection is not good.

3. At the end of a meeting with a client.

4. At the start of a project, you need specific details from your manager.

5. You want to double-check that you understand a person's point of view.

6. During a meeting you don't fully understand something.

7. A colleague has just given you some instructions but you don't understand them.

8. During a Zoom call, you see a person perfectly, but you can't hear them.



4 FIVE WAYS TO COMMUNICATE WELL IN MEETINGS

Task 1: Match the headings from the box to the correct paragraph.

Take time to prepare

Don't talk over others

Always repeat key points

Always try to mix things up

Recognise body language

If you're like most business professionals, the majority of your day is spent in meetings. If you want to have more successful business meetings you need to communicate effectively. Here are five ways you can communicate more effectively in business meetings.

1. _____. Before scheduling a meeting, prepare what you're going to say. You should prepare before a meeting because it forces you to find a purpose for the meeting. Once you've prepared, gather your thoughts into key bullet points that you can refer to throughout the meeting.

2. _____. If two people are talking at the same time, neither person is being heard. As excitement or tension rises in the room, people usually talk over each other. This is extremely unproductive. If you get interrupted, don't try to speak louder than the other person - allow them to finish their point, then finish your point afterwards. If they try to interrupt you again - respectfully tell them to let you finish talking before they respond.



3. _____. Body language is a huge part of having an effective conversation. When you're speaking, make sure you are making eye contact with others and that you are sitting in an upright position. When looking someone in the eyes, it builds trust. Additionally, you should study the body language of your listeners. If they are looking off into the distance or slouched in their seats, they probably aren't listening.

4. _____. Business meetings, especially long ones, can be dull. So, when you sense things are getting boring, try to change the flow of the meeting. If you need to, you can take a break completely from what's being discussed. Talking about a new topic can re-energise people, and it helps to build relationships as it shows you are interested in the attendee's feelings.

5. _____. This is something you need to learn for any kind of communication, as generally, most people are bad listeners. While you can't make them "listen better," you can repeat key points. After you've delivered your message, you should always summarise and reiterate your key points. It will help the audience remember what was said.

Source: [article](#)

Task 2: Research different synonyms for the following words below.

1. tension.
2. unproductive.
3. to interrupt.
4. to re-energise.
5. to reiterate.
6. dull.



Task 3: Work in pairs. Create a series of sentences using each word listed above.

Task 4: Discuss the following article-based questions as a class.

1. Why is preparation crucial before a business meeting?
2. How does talking over each other hinder effective communication?
3. Why is maintaining eye contact important in conversations?
4. How can changing the meeting's flow positively impact engagement?
5. What's the purpose of repeating key points in communication?
6. How can effective communication lead to a successful outcome in a meeting?
7. Give an example of the negative impact of talking over each other.
8. How does misinterpreting body language affect discussions?
9. Which of the tip do you think is most important to follow? Explain.
10. Do you have any tips that you think are equally important?



6 IDIOMS RELATED TO COMMUNICATION

Task 1: Match the idioms from the box to the correct definitions.

To be on the same page. to keep (somebody) in the loop. to talk to a brick wall.
 To beat around the bush. To get the wrong end of the stick.

- a. to be in agreement about something.
- b. to misunderstand / misinterpret a situation.
- c. to avoid talking about something difficult.
- d. when a person refuses to listen, and does not try to understand.
- e. to keep someone informed.

Task 2: Complete the sentences using the idioms. You may need to change the tense.

1. Before we start the project, let's make sure _____ regarding the goals and timelines.
2. Please remember to _____ me _____ about any changes to the schedule, as I need to adjust my plans accordingly.
3. I've tried explaining the importance of recycling to my colleagues, but he just doesn't seem to care - it's like _____.
4. Instead of _____, just tell me directly if you need more time to complete the assignment.
5. I think Sarah _____ when she thought I was criticising her; I was actually offering some constructive feedback.

Task 3: Practice using the idioms by answering the questions.

- a. Do you have to **keep** your manager **in the loop**? How do you do it?
- b. Do you find it frustrating when people **beat around the bush**? Explain.
- c. Do you ever feel like you're **talking to a brick wall** with your manager? Explain.
- d. Are you often **on the same page** as your team, or do you have disagreements?
- e. When communicating in meetings, how do you ensure people do not **get the wrong end of the stick**?

HOMework

Watch the [video](#) “How miscommunication happens (and how to avoid it)” by TedX.

1 VIDEO ANALYSIS

Task 1: Decide if the statements based on the video are true or false.

1. Miscommunication can lead to animosity and misunderstanding.
2. The transmission model is a simplistic way of viewing communication.
3. The transactional model views communication as a message that moves directly from one person to another.
4. In the transactional model, communication is like a game of catch.
5. The Star Trek universe has characters who can fully share thoughts and feelings.
6. Perceptual filters can shift meanings and interpretations.

Task 2: On a separate piece of paper, write detailed answers to the questions.

- a. How does the transmission model view communication?
- b. Why is the transactional model a more accurate representation of communication?
- c. What are some of the added challenges of communicating according to the transactional model?
- d. How do humans send and receive messages through their own subjective lenses?
- e. What are some of the variables that can affect how a person interprets a message?
- f. How does the complexity of communication grow when more people are added to a conversation?
- g. What are some simple practices that can help improve communication?
- h. Why is it important to engage actively with the verbal and nonverbal feedback of others?
- i. How can personal perceptual filters influence how a person sees the world?
- j. Why is it important to be open to what the other person might say during a conversation?

