

Class Level: 6	Topic: Workplace Communication	Class Length: 3 hrs.	Date:
Lesson Objectives: <ul style="list-style-type: none"> • Demonstrate an understanding of verbal and non-verbal communication used in the workplace • Highlight key points in an article 			
Language Skill Proficiency: <ul style="list-style-type: none"> ▪ Speaking ▪ Listening ▪ Reading ▪ Writing 		Materials and Equipment: <ul style="list-style-type: none"> ▪ <i>Conversations in the Workplace</i> ▪ <i>Phrases for Professional Dialogues</i> ▪ <i>Body Language Quiz</i> ▪ <i>Body Gestures in the Workplace</i> 	
<h2>Activity Plan</h2> <p>Warm Up: Provide Ss with <i>Conversations in the Workplace</i>. Have Ss practice the dialogues in pairs. Encourage Ss to communicate the information in the dialogues to one another both verbally (reading the dialogues) and non-verbally (with gestures, such as nodding one's head). Circulate to assist with vocabulary and pronunciation. After Ss have had time to practice the dialogues, ask for volunteers to read the dialogues in front of the class.</p> <p>Introduction: Tell Ss that today's lesson will focus on workplace communication, both verbal and non-verbal. Ask Ss to recall what phrases or vocabulary they heard in the initial dialogues (warm up). Ask Ss if they noticed any non-verbal gestures used as they were going through the dialogues.</p> <p>Presentation: Write the following headings on the board (and leave room next to each one): <i>Sharing Opinions; Negotiating; Persuading; Expressing Dependability; Giving Priority; and Accepting</i>. Explain to Ss that there are additional examples of actions that occur in the workplace. Ask Ss to consider what language (verbal) and gestures (non-verbal) might be used as part of the means of expression in each of the categories.</p> <p>Practice: Provide Ss with the <i>Phrases for Professional Dialogues</i>. Go over expressions as a class reviewing meaning and encouraging proper pronunciation. Have Ss get into pairs. Have each pair choose (or be assigned) a context for a workplace dialogue (ideas listed at bottom of handout). Have Ss create dialogues to be presented to the class.</p> <p>Practice: Have Ss form small groups. Explain that class will now focus on non-verbal gestures as a means of communication. Provide each group with a copy of the <i>Body Language Quiz</i>. Have groups race to guess (and record) the meanings of as many gestures listed as possible in 10 minutes. See which group was able to guess the most (and which group has the most correct!). Go over as a class.</p> <p>Practice: Provide Ss with the article <i>Body Gestures in the Workplace</i>. Have Ss go through the article individually and highlight the key points in the article. Have Ss come to the board and write the key points (ex. one key point per S). Go over as a class.</p> <p>Evaluation: Ask Ss to each name one phrase and one gesture that could be used in the workplace.</p> <p>Extension Activities:</p> <ul style="list-style-type: none"> • Have Ss compare/contrast workplace communication in the U.S. to that in their native countries. • Have Ss compare/contrast non-verbal communication in the U.S. to that in their native countries. • Ask Ss to write a "how to" guide to newcomers about U.S. workplace communication. 			

Conversations in the Workplace

Asking for Help

A: Can you help me plan the office party?

B: Sure. What do you need the most help with, the food or entertainment?

A: I need help with food.

B: OK, well, let's coordinate our efforts. Should this party be formal or casual?

A: I think it should be casual.

B: I agree. Next, we have to decide on food. We have a choice of Chinese or American Cuisine. Which one should we have?

A: I would prefer Chinese food for this party.

B: Perfect choice. For music, should we have a live band or a DJ?

A: I think we should hire a live band.

B: OK then. Well, I will work on my part and get back to you with my progress on Friday.

Requesting a Meeting

A: Could I meet with you to discuss the project?

B: Good idea. We could meet on Monday or Tuesday. Which day would you prefer?

A: Tuesday would be good for me.

B: OK. Do you think we should meet in the morning or in the afternoon?

A: I think the afternoon would be best.

B: That will work out. I will e-mail the exact time tomorrow. I need you to bring your plans with you.

A: Yes, I will bring my plans with me to the meeting.

B: Should we invite the whole committee or should we just have the sub-committee there?

A: I feel that the whole committee needs to be there.

B: Yes, I agree. We'll make sure that they get notified. Can you find the meeting place?

A: Yes, I know how to get there on my own.

B: Great! We will send you all the details later. Looking forward to meeting with you!

Rescheduling an Appointment

A: I was wondering if I could reschedule my appointment to a later date?

B: OK, just tell me what day would be best for your appointment.

A: Wednesday or Thursday would be perfect.

B: Thursday is available; would ten or eleven work?

A: I would love to have an eleven o'clock appointment.

B: Great, I'll just add you in, if that works.

A: Perfect, I appreciate that.

B: So happy that we had an opening for you.

Considering a Position Change

A: I am considering going for the new job that was posted yesterday.

B: Are you certain that that is what you want to do?

A: It may not be the best choice for me, but I am considering it.

B: Why do you think that this would be a good move?

A: I believe that this job would allow me to move up but might be a little boring for me.

B: Yes, there are always pros and cons to making a career change.

A: Also, the matter of pay is also a consideration.

B: I think the slight pay decrease might be worth it. The benefits are much better.

A: Yes, sometimes giving up a little to move forward is the best choice.

B: I think you definitely should apply for the position.

Phrases for Professional Dialogues

<p>Sharing opinions:</p> <ul style="list-style-type: none"> • The way I see it... • In my view... • I feel that... • As far as I can tell... • I would tend to agree with this, but... • Here's my take on it... • I can't say I agree with this and here's why... • You have a point, but have you ever thought that... • I understand what you mean, but I can't say I see it that way because... • You have a point, but... 	<p>Negotiating:</p> <ul style="list-style-type: none"> • I like what you said about_____, but/however... • Would there be any way to... • It's not quite what I expected. • I'd like to go along with this, but... • I think we can work something out. • What if we changed the... • Unfortunately, my hands are tied. I can't ... • I don't believe this would really be in our best interest. • The only way we could do that is if... • Is that the best we can do? • I'm sorry, but that's just not in the cards.
<p>Persuading:</p> <ul style="list-style-type: none"> • If we go through with this... • The benefits would be that... • The reason I feel this would be best is that... • This will work out very well because... • We stand to benefit from this by... • We may not see the benefits in the short run. However, ... • I know that all of us agree that_____, so why... 	<p>Expressing Dependability:</p> <ul style="list-style-type: none"> • I can handle that/it. • I'll deal with it---not a problem. • I can manage that. • I'll take care of that/it/this.
<p>Giving Priority:</p> <ul style="list-style-type: none"> • I'll do it right away. • I'll get right on that. • I'll get right on it. • Okay, I'll do that first. • That's a priority. I completely understand. • Yes, I can. But, I have to _____ first. 	<p>Accepting:</p> <ul style="list-style-type: none"> • Absolutely. • That won't be a problem at all. • No, that's not a problem. • Not a problem. • Yes, I sure can.

Dialogue Practice:

1. Convince a co-worker to do his/her job more efficiently.
2. Discuss going into business with a friend.
3. Talk to your boss about changing your work schedule.
4. Discuss with a co-worker whether to talk to the boss about another co-worker who is troublesome.
5. Ask your boss for a promotion.

BODY LANGUAGE QUIZ

PHOTOCOPY AS REQUIRED

Human Beings send **more** messages through body language such as gestures, facial expressions, and **posture** etc than through what we say.

To assist both students and teachers in the use of positive body language, think about the specific action and write down what messages you think they are sending.

Raising this **awareness** will help build relationships; body language is a **choice**

• Shrugging your shoulders	• Leaning forward when sitting opposite someone
• Sighing when talking to someone	• Glaring at someone
• Talking with a shaky trembling voice	• Talking with your arms folded
• Slumping in a chair	• Looking away when someone is talking to you
• Looking with eyes down when talking to someone	• Arms and hands open when talking to someone
• Looking with tight lips and narrowed eyes	• Looking with a big smile
• Sitting upright on the edge of the chair	• Nodding when listening to someone
• Yawning when listening to someone	• Taking a deep breath when talking to someone
• Sitting with arms and legs slightly apart	• Lowering your head when listening or talking
• Waving your hand at someone	• Fiddling with objects while talking
• Sitting with arms and legs crossed	• Pacing up and down whilst talking
• Talking with a loud assertive voice	• Talking gently and softly
• Shaking your head when listening to someone	• Staring with wide eyes at someone
• Leaning back on your chair with hands on your head	• Talking or listening with clenched hands
• Talking or listening wringing your hands	• Standing relaxed and still when talking
• Avoiding eye contact with someone	• Leaning against a wall when talking

"Knowledge is learning something every day; wisdom is letting go of something every day.: Zen Saying

Body Gestures in the Workplace

by Malinda Zellman, Demand Media



The way you shake hands sends a message.

Gestures in the workplace convey a significant amount of information without an individual ever opening her mouth. Workers react to others' gestures as read in the workplace. Eye contact, facial expressions and touch affect work interactions. Some call it body language. Others call it kinesics. Hundreds of thousands of body gestures communicate meaning to others at work.

Negative Gestures

Adjusting your clothes, biting your nails, fidgeting, touching your face and toying with something in your hands can all be interpreted negatively. Others think you are nervous, tense, disinterested or maybe even dishonest. Resting your chin on your hand conveys boredom. Crossed arms indicate a level of defensiveness. Lean back in your chair, and it conveys disinterest. Lean forward, and it indicates you are interested in what the speaker says.

Illustrative Gestures

Gestures, used along with words, help illustrate the meaning of your words. While doing an interview, the interviewer may say, "We offer this product in three price points -- high, medium and low." For emphasis, he may use his hand to mark the air in three spots -- high, medium and low -- reinforcing his point with illustrative gestures.

Affective Gestures

If a person uses eye contact, facial expression, posture or tone of voice to suggest a nonverbal, emotional message, you might call those affective gestures. An open or receptive gesture is a person whose palms face the listener. An embarrassed or angry communication can be read by the shade of the person's red face or by his grimace. A slouchy, frowning employee may appear distracted or uninterested. Arch your eyebrows, sit up straight and smile. You appear happy.

Misinterpreted Gestures

While most gestures are readily interpreted with accuracy, there can be misunderstandings. If a co-worker with a migraine, grimaces in pain, lowers her head and squints her eyes while talking to you, you may think the migraine sufferer disagrees with you. If perplexed, probe for further information before jumping to conclusions. Multicultural workplaces, however, have different interpretations of some gestures across cultural lines. For instance, the traditional "OK" sign Americans make by putting the thumb and index finger together with the other three fingers pointed is an ugly gesture in other cultures.

Silent Gestures

Because no words have to be spoken or written, gestures can be an quick, easy, efficient form of business communication. A wave of the hand means hello or goodbye, depending on the situation. Nod your head and you are saying either yes or no, depending on the direction. The smile is pretty much a universal happy face. But, there are rare moments when even the smile would be an inappropriate gesture, given the circumstances.

Source: <http://smallbusiness.chron.com>