Welcome!

Your facilitator for today is

Warm up

- Everyone stands up.

- Take it in turns to write a method of communication on the piece of paper.

- If you can't think of one sit down.

- The winner is the last person standing.

Methods of Communication

Newsletter	Blog	Presentation	Webchat/Chatbot
Email	Face to face	Podcast	Virtual reality
App	conversation	Report	Handbook
Poster	Phone call	Brochure	Survey
Note	Voicemail	Advert	Gamification
Manual	Group meeting	Website	Digital signage
Leaflet	Video	Meme	Direct internet
Text message	Sign language	Emoji	messaging
WhatsApp	Letter	Essay	Video chat
Internet forum	Poem	Speech	Facebook
	Fixed Signs		Messenger

Aims of the Session

1. Identify different ways to communicate.

2. Evaluate individual feeling towards each method of communication.

3. Analyse advantages and disadvantages of each form.

Activity

- Sort your pile of cards into two.
    - Pile 1 – methods you personally love to use.
    - Pile 2 - methods you personally hate to use.

- Share your thoughts with a partner.

- Repeat with your cards for communication in the workplace.

- Share with your partner again.

Activity

- In your group you will be given a method of communication.

- Create a poster about the advantages and disadvantages of that form of communication in the workplace.

- Present your poster to the group.

Face to face

Advantages

- Able to read body language.
- Give feedback and information quickly.
- Can express individual personality.
- Conversations can be private.
- Can address misunderstandings.
- Build relationships and rapport.

Disadvantages

- One person can dominate the conversation.
- In a group it can be difficult for everyone to have their say.
- Time can be wasted in group discu
- Often no formal record of what ha been said.
- Can be language or speech barrier

Email

Advantages

- Can be sent at any time of day or night.
- Almost instant.
- Attach documents or photos.
- Send to multiple recipients.
- Set up folders to store and sort emails.
- Various options to customise.

Disadvantages

- People can misinterpret. information or become offended or upset.
- Some people become confused by the technology.
- Need to be aware of scam emails.
- Emails can become lost or missed
- Can spread viruses.

Phone call

Advantages

- Can discuss the topic in detail. and clarify misunderstandings
- Personal.
- Easy to do.
- Issues can be resolved instantly.
- Element of privacy.
- Immediate feedback.

Disadvantages

- No record of what was said unless y workplace has call recording.
- Easy to forget some of the details.
- Some people experience nerves and procrastinate about phone calls.
- May keep missing each other 'phone tag'.
- Some calls can be expensive.
- Reception can be an issue.

Instant messaging

Workplace examples: Slack, HipChat, Yammer and Workplace by Facebook

Advantages

- Quick – real time.
- Easy to use.
- Can be individual or group.
- Good for remote working.
- Notifications keep you up to date.
- Cheap.
- Can help build team rapport.
- Permanent record of what was said.

Disadvantages

- Blurs the lines between social and business.
- Group chats can be misused with workplace bullying or inappropriate comments.
- Can be difficult to 'switch off' from work.
- Level of formality can be confusing.
- Can lose personal element.
- Notifications can be distracting.
- Permanent record of what was said.

Social media

Facebook, Twitter, Instagram, LinkedIn etc

Advantages

- More fun and relaxed.
- Can get to know colleagues better and build rapport.
- Fosters creativity.
- Build relationships with customers or potential customers.
- Utilise for advertising as well.

Disadvantages

- Not everyone has an account on the same platform.
- Blurs the lines between social and businesses.
- Work colleagues see the details of your personal life.
- Need to be careful about posting about work.
- Risk of inappropriate behaviour or workplace bullying.

Did we achieve our aims?

1. Identify different ways to communicate.

2. Evaluate individual feeling towards each method of communication.

3. Analyse advantages and disadvantages of each form.

Thank you!