

# Award in Office Management and Administration

## **Lecture Title:**

Lecture 6 Office Communication- Part 1

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# Module 1

## Office Communication

**Having completed this module, you should be able to:**

- Understand what communication is, the roots of miscommunication and its power if used properly.
- Understand different office tools
- Organize effective online meetings
- Identify ways of researching a company before an interview.
- Discuss how to dress for an interview.



# Module 1

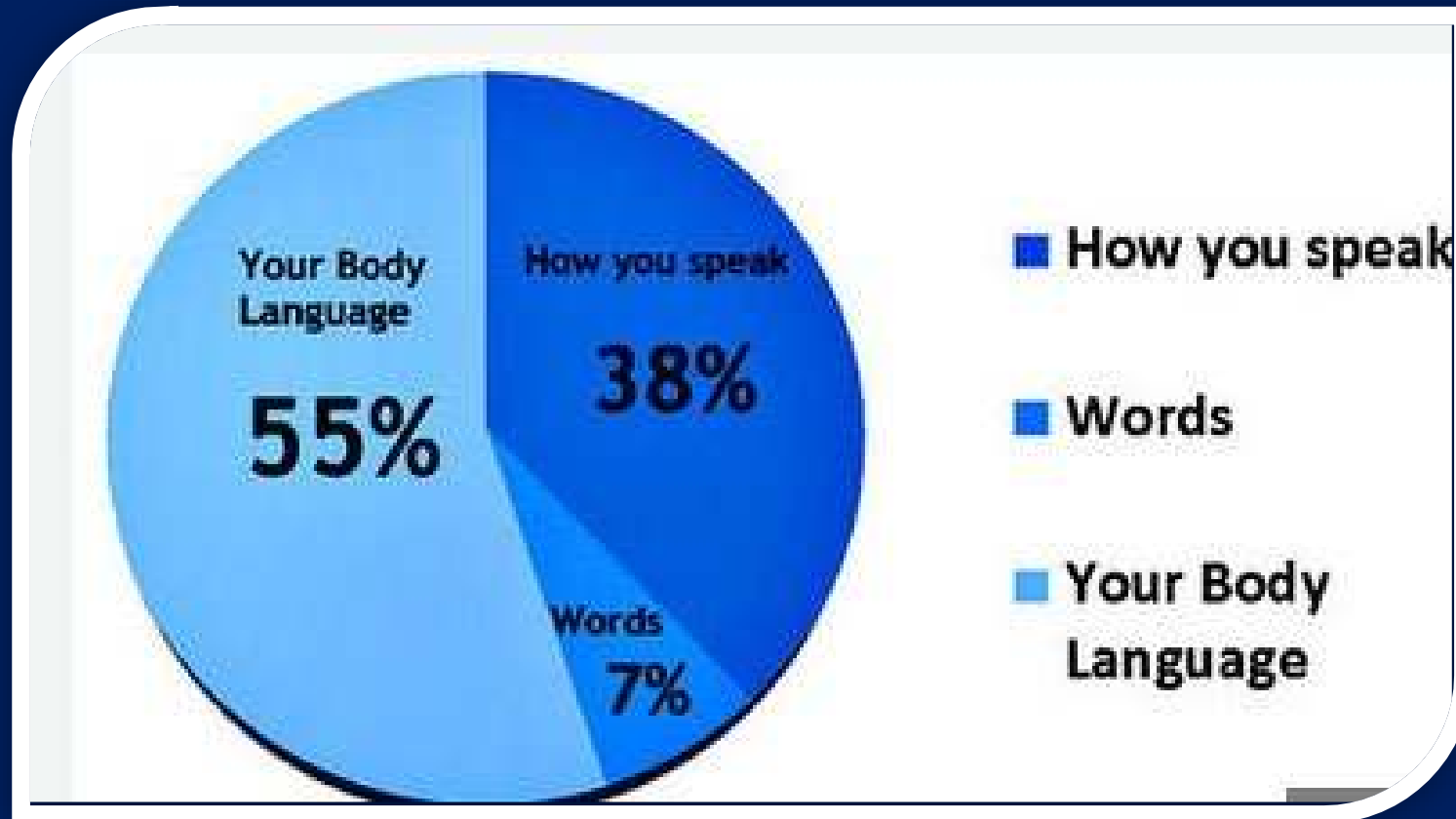
## Office Communication

- Explain the risk of not speaking up at meetings.
- Describe how to use notes effectively in a meeting.
- Recall how to ask questions when a person is speaking.
- E-mails etiquettes.
- Tackle difficult conversations
- Manage Conflict

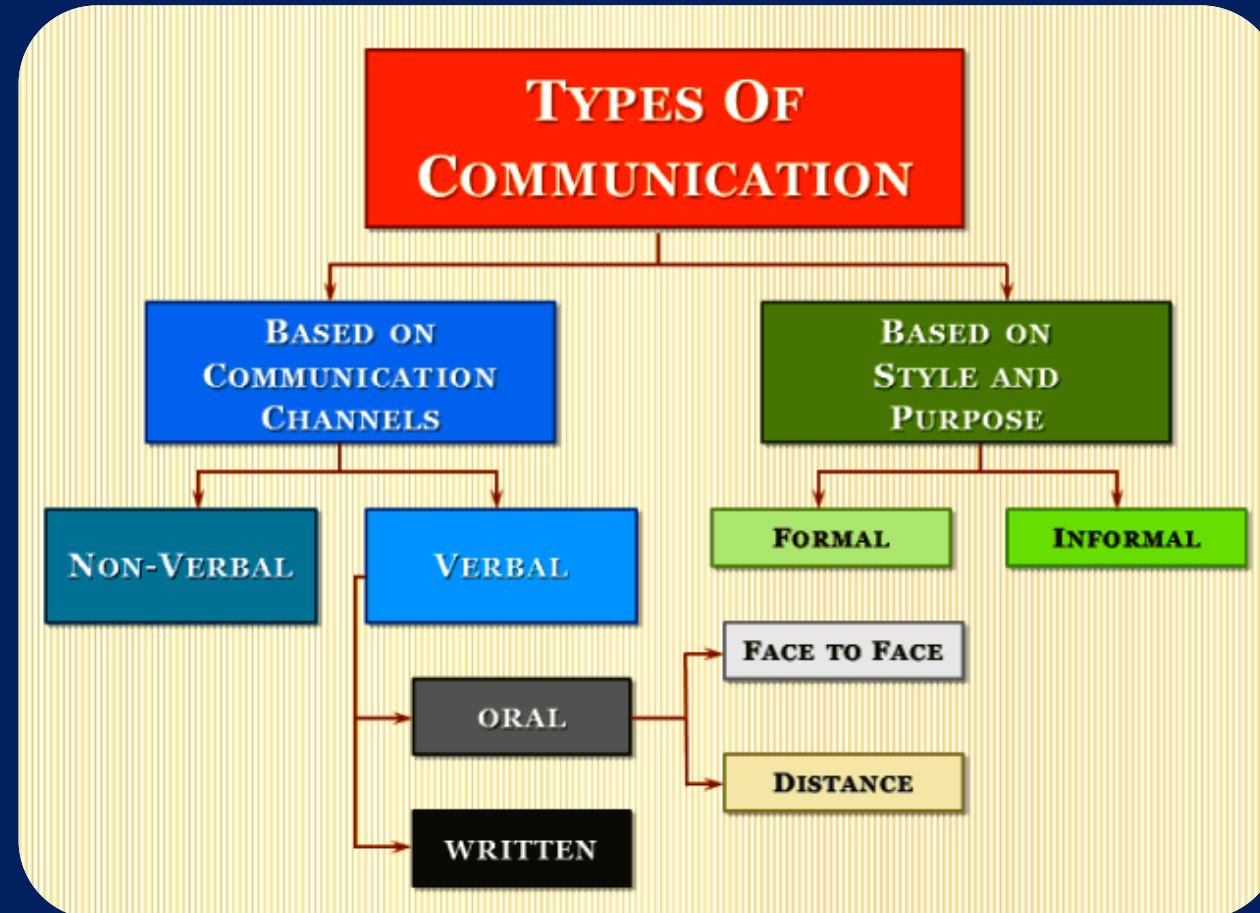




# Communication

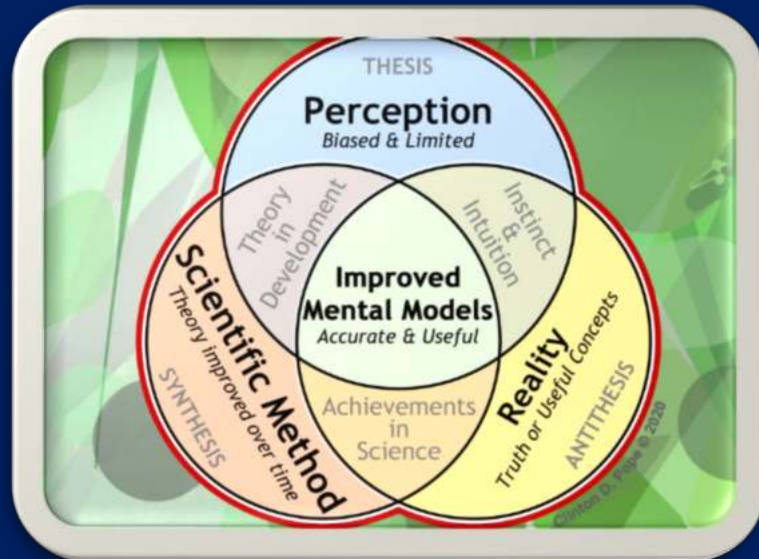


# Types of Communication



# Roots of miscommunication

## Mental Models



## Moods



# Office Tools

Word processor Tool	Presentation Tool	Spreadsheet Tool	Database management system
MS-Word	MS-PowerPoint	MS-Excel	MySQL
WordPad	Google Slides	Google Sheets	PostgreSQL
WordPerfect	Lotus Freelance	LibreOffice Calc	Oracle Database
Google Docs	LibreOffice Impress	Gnumeric	Microsoft Access
LibreOffice Writer			MS-SQL server



# Effective online meetings

- Keep them structured.
- Plan ice breakers for remote meetings.
- Appoint a lead or moderator.
- Send invitations and access links in advance.
- Assign roles.
- Use a meeting management tool to track the outcomes.
- Ensure your platform works properly before the call.
- Stick to a time limit.



# Power of good communication

- ❖ basis of co-ordination
- ❖ smooth working of an enterprise
- ❖ basis of decision-making
- ❖ enhances managerial efficiency
- ❖ promotion of co-operation and industrial peace
- ❖ establishment of effective leadership
- ❖ morale-building and motivation.

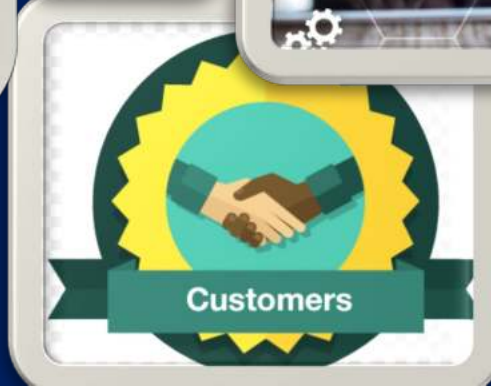


# Team Collaboration

- They know they aren't the only leader on the team
- Qualitative and productive meetings
- Elevating others
- Avoiding silos
- Communication clearly, respectfully and in a trusted manner
- Clear goals, roles, responsibilities and priorities
- A culture of accountability



# Research And Prepare for the Job Interview



# Job Interview Skills

Establishing your Job interview goals



# How to dress for an interview

Depends what you are applying for?



# How to make small talk

Comment on something that you have in common



# Tell me about yourself







# The Power of Job Interview Mindset

Thoughtful questions

# How to speak up at meetings

- Using Questions



- Using notes effectively in meetings



- Risk assessment



- Exude Confidence



# Effective Listening: Eliminating distractions

- Cell Phones & smart watches
- Listen Empathetically
- Get organized with a to-do list.
- Silence alerts and keep open Internet tabs to a minimum.
- Break big projects into small pieces.
- Use music and headphones to cut down noise
- Clean up and organize your workspace.
- Reward yourself
- Sleep



# Effective Listening: Engaging in Conversations

- Mastering the art of not interrupting
- Asking for clarification
- Engaging in conversation at the right time
- Reacting to messages





**EMAIL ETIQUETTE**  
Do's and Don'ts



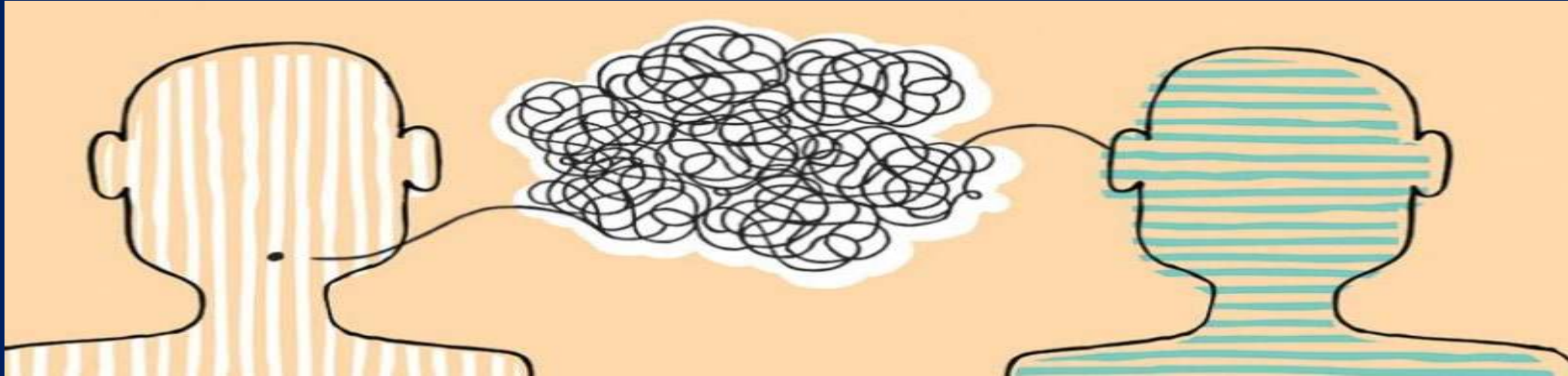


Never reply when you are angry

Never make a promise when you are happy

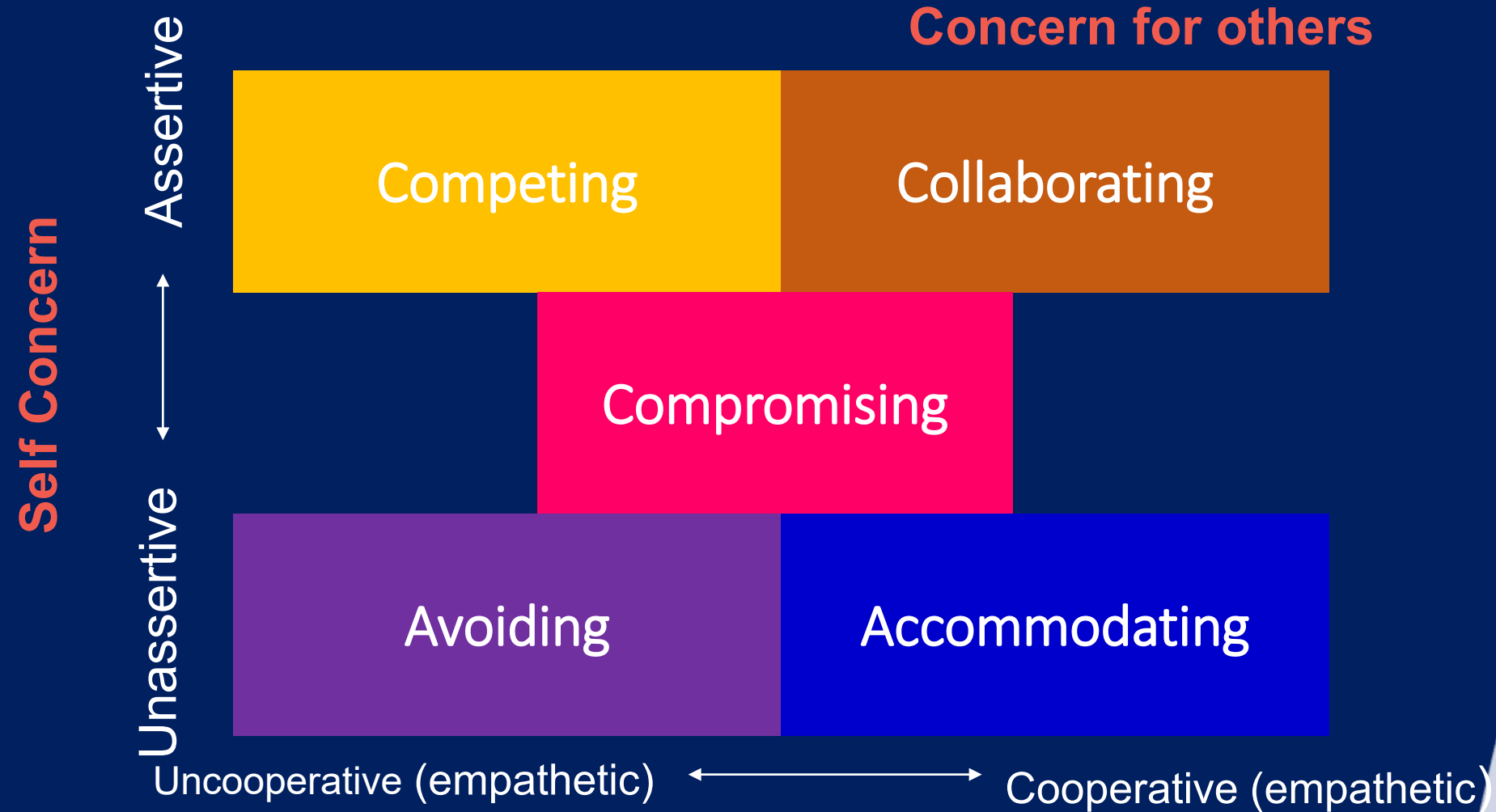
Never make a decision when you are sad

# Tackling difficult conversations



- Listen up.
- Be clear about how you feel and what you want.
- Look at the issue from their perspective.
- If things aren't going to plan, take a break.
- Agree to disagree.

# Conflict Management





See you next week 😊

For Part 2

