

Award in Office Management and Administration

Lecture Title: Lecture 7 Office Communication- Part 2

Lecturer: Darine Aboulezz

Date: 24th November 2022



Module 2: Communication With your Boss

Having completed this module, you should be able to:

- Identify the reasons why people don't speak assertively and its underestimated importance
- Explain how to ask for a raise at the right time.
- Discuss the procedures of asking for an appointment with your employer.
- Recall the common mistakes people make when asking for a raise.
- Summarize the steps involved in asking for a raise.



Module 2: Communication With your Boss

Having completed this module, you should be able to:

- How to adapt and be flexible. Are our companies doing so?
- What are work ethics?
- How to be motivated?
- How to increase our EI



To go from,

ASSERTIVE



Aggressive

to



Ask for a raise

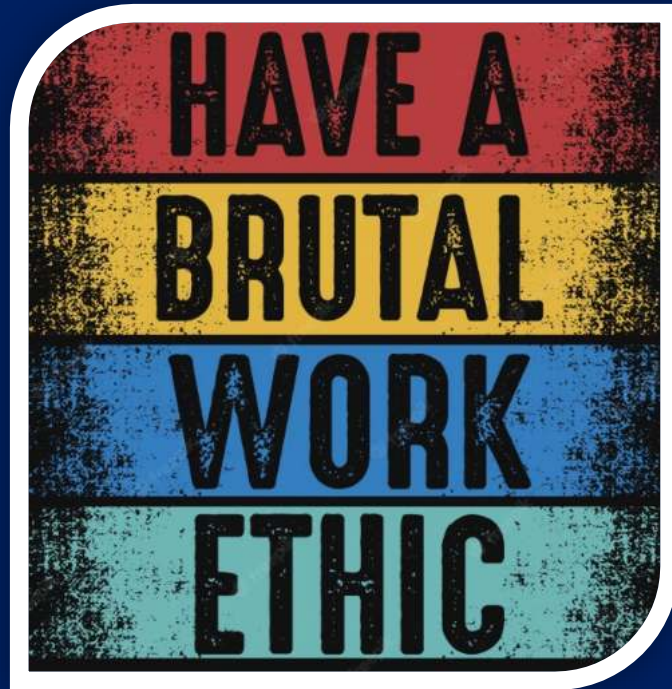
- Right timing
- Ask for an appointment
- Be positive
- % raise
- Not to do
- Competing job offers



Flexibility and Adaptability



Work ethic and Motivation





Emotional intelligence

- Practice observing how you feel.
- Pay attention to how you behave.
- Question your own opinions.
- Take responsibility for your feelings.
- Take time to celebrate the positive.
- But don't ignore the negative.
- Don't forget to breathe.
- A lifetime process.





Are you
Emotionally
intelligent?



“Communication
works for those who
work at it.”

