

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

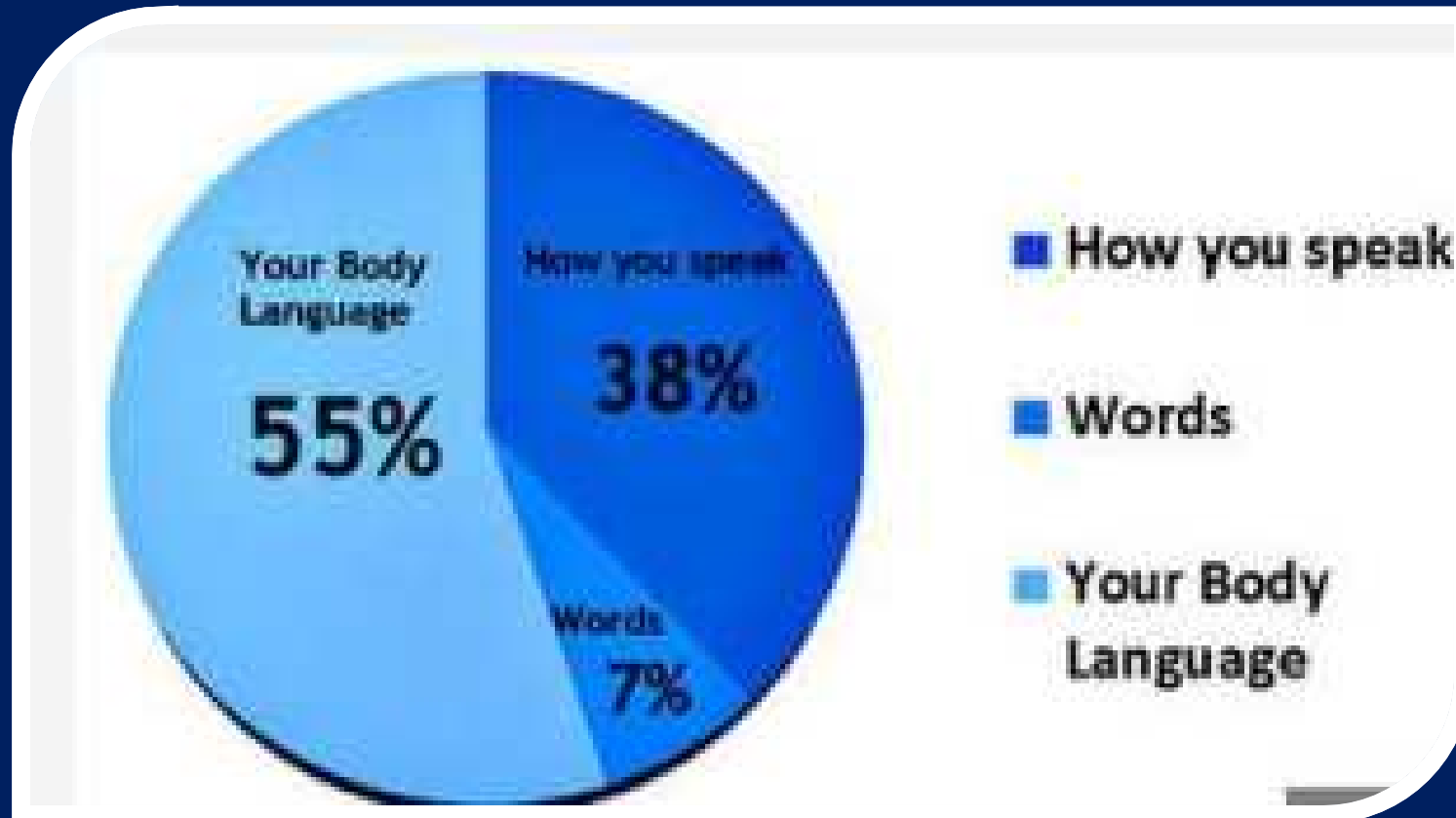
Office Communication

- 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

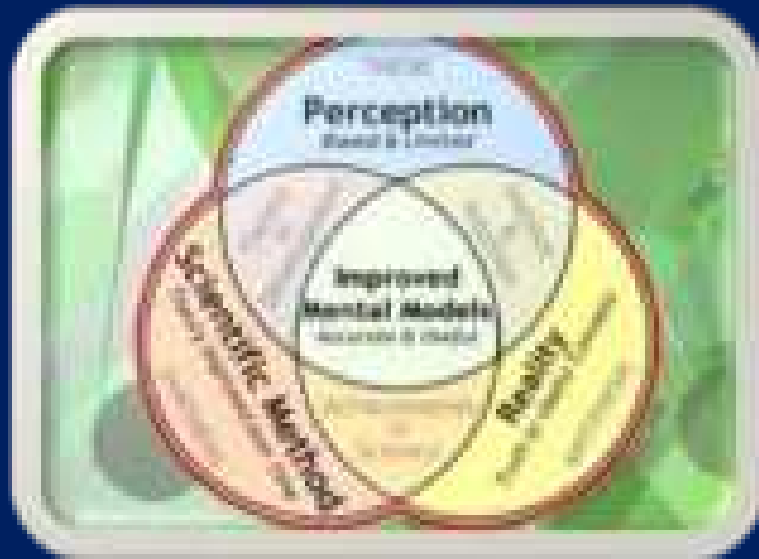


Types of Communication

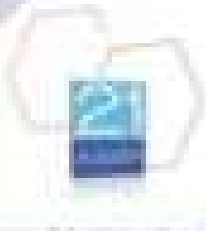
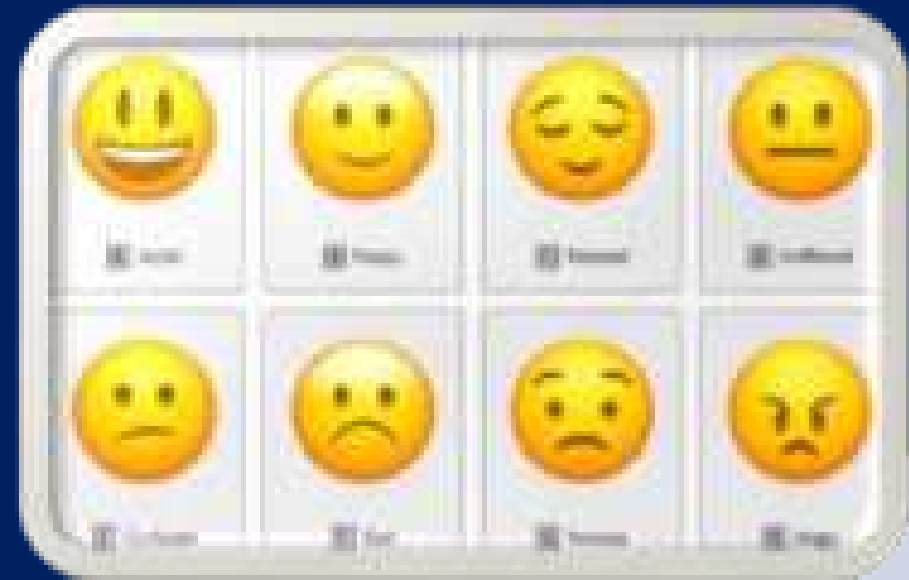


Roots of miscommunication

Mental Models



Moods



Office Tools

Word processor Tool	Presentation Tool	Spreadsheet Tool	Database management system
MS-Word	MS-PowerPoint	MS-Excel	MySQL
WPS Office Writer	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

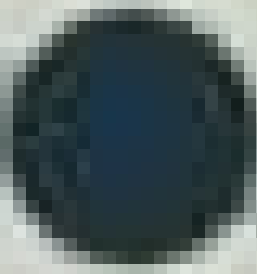
- Cell Phones & smart watches
- Listen Empathetically
- Get organized with a to-do list.
- Silence alerts and keep open Internet tabs to a minimum.
- Break big projects into small pieces.
- Use music and headphones to cut down noise
- Clean up and organize your workspace.
- Reward yourself
- Sleep



Effective Listening: Engaging in Conversations

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





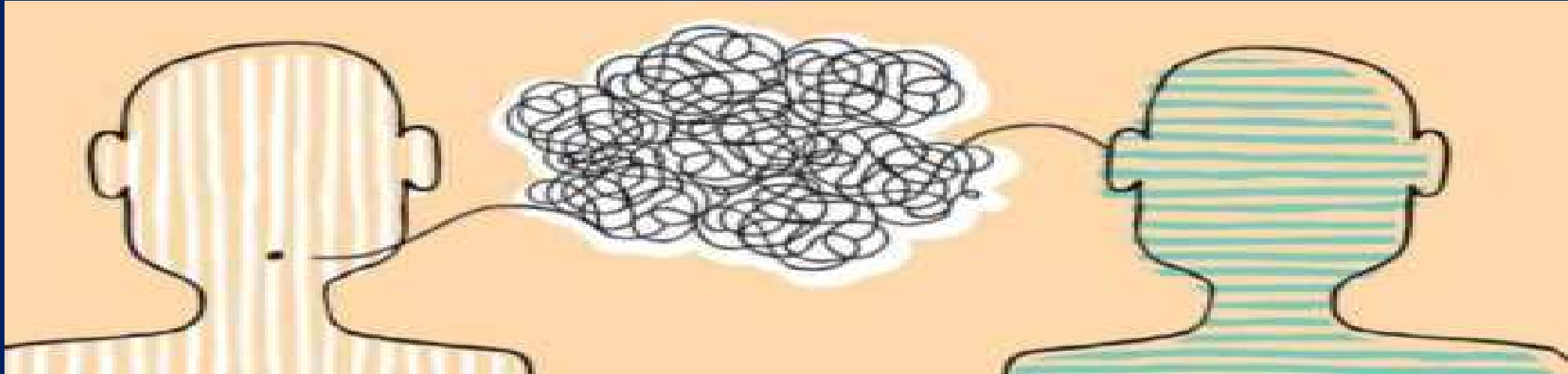


Never reply when you are angry

Never make a promise when you are happy

Never make a decision when you are sad

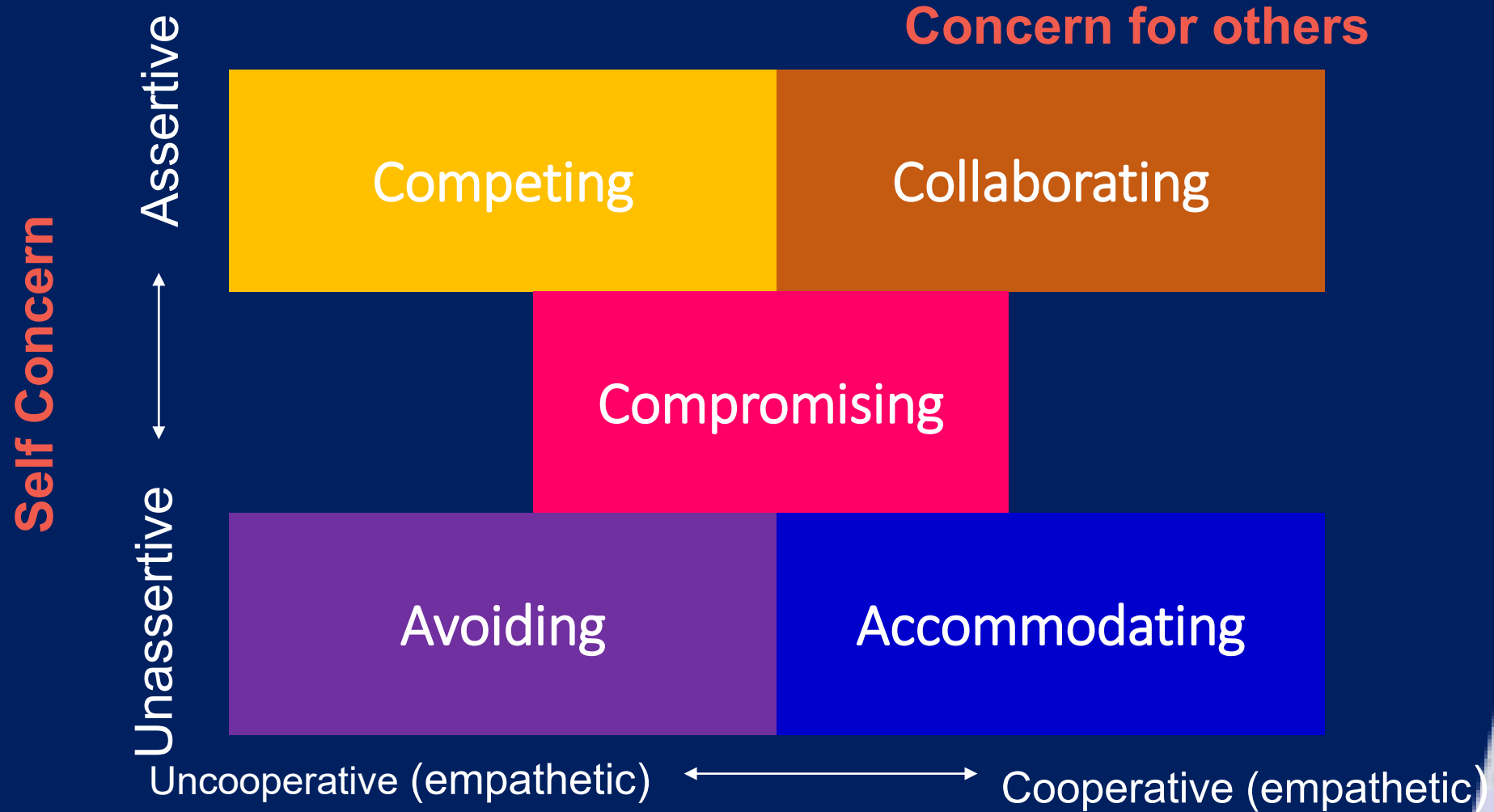
Tackling difficult conversations



- 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

