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GUIDED NOTES ANSWER GUIDE

COMMUNICATION

Directions: Complete these notes as you watch the MyCareerTech “Communication” video.

Introduction

1. Soft skills are personality-specific traits and can be used to describe your approach to life, work, and relationships.
2. Communication is the act of giving, receiving, and sharing information from one place, person, or group to another.
3. Knowing your audience and understanding how they need to receive information is just as important as knowing ourselves.

Forms of Communication

4. Fill in the table:

Forms of Communication	How is it used?	Tips
Verbal	<u>Sound, language, tone of voice</u> <u>The use of spoken words to deliver a message</u>	<u>Think</u> before you talk Get to the <u>point</u> quickly Know the <u>goal</u> of the conversation
Aural	<u>Listening & Hearing</u> <u>The spread of information through the auditory sensory system</u>	Be an active <u>listener</u> Ignore <u>distractions</u> and stay focused Note tone and <u>emotion</u>
Non-verbal	<u>Facial expressions, body language, posture</u> <u>Unspoken communication that happens in every face-to-face encounter,</u>	Be aware of <u>facial</u> expressions Notice body movement and <u>posture</u> Consider <u>appearance</u> Use gestures Maintain <u>eye</u> contact
Written	<u>Journals, emails, blogs, text messages</u> <u>Includes email, letters, reports, and even notes</u>	Take time to compose Be clear and <u>concise</u> Pay attention to <u>grammar</u> Use an <u>active</u> voice

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Visual	<u>Signs, Symbols, and Pictures</u> <u>Showing information clearly with your eyes</u> <u>Images, Chart, Infographics</u>	Pay attention to <u>visual</u> accuracy and flow Use Typography as a tool Ensure <u>color</u> and whitespace enhance, not overwhelm Make sure <u>visual</u> effects add value
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Importance of Good Communication

5. Employers seek out job candidates who are good communicators.

Reflection

6. Think about the different forms of communication. Which style do you find most comfortable, and which might you need to work on developing further?

Student Free Response