UP Skills for Work

Get Started: Communication

ABC LifeLiteracyCanada

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Welcome to *UP Skills for Work*!

UP Skills for Work helps you build skills for learning, work, and life.

Here are some of the skills you can learn about:

- Adaptability
- Collaboration
- Communication
- Creativity and Innovation
- Digital
- Numeracy
- Problem Solving
- Reading
- Stress Management
- Writing

What's in this workbook?

This workbook is about communication.

You will learn about:

- What communication means
- Why communication is important
- How to communicate better
- How to practice your communication skills

What is communication?

Communication is a skill.

Communication is sharing information, ideas, and feelings.
Communication can use words, images, or body movements.

Here are some examples of communication:

- You ask a question
- You show someone a picture
- You write an email

You **communicate** with people every day.
People communicate with you every day.
You share information with each other.

Skill words

Communication is the skill of sharing information with people.

You **communicate** when you share information with other people.

Meet Joe

Joe works in a grocery store.
He writes orders for food.
He unpacks boxes of food.
He puts food on the shelves.

Joe is good at some kinds of communication.
He asks questions.
He understands instructions.

Joe is working on some of his communication skills.
He's practicing his listening skills.
He's practicing his writing skills.

Think about it

Read the list of things Joe does at work.
Does Joe use communication skills to do these things?
Write an “x” in the box if you think Joe uses communication skills.

What Joe does at work

- ☐ He answers questions from customers
- ☐ He asks co-workers for help
- ☐ He unpacks boxes
- ☐ He puts food on shelves
- ☐ He asks his boss for a day off
- ☐ He writes orders for food
- ☐ He reads labels

Self-check

How do you feel about your communication skills?
Write an “x” in the box that feels like you.

How I feel about my communication skills	X
Communication is easy. People understand me when I share ideas.	
Communication is sometimes hard. People sometimes understand me when I share ideas.	
Communication is usually hard. People usually don’t understand me when I share ideas.	

Why is communication important?

Communication skills are important.
Sometimes you need to share information and ideas.
Sometimes you need to share feelings.

You need to communicate at work and at home.

Communication at work

Communication at work helps get the job done.
Communication helps keep everybody safe.

Joe communicates at work

Joe works at a grocery store.
He needs to communicate at work.

How does Joe communicate?

- He answers questions from customers
- He writes orders
- He helps train new co-workers

Communication at home

Communication at home is important.
You can share what you need and want.
You can share how you feel.
You can solve problems.

Joe communicates at home

Joe lives with two roommates.
They share an apartment.
Joe needs to communicate at home.

How does Joe communicate?

- He talks to his roommates about chores
- He asks to use some of his roommate's milk
- He talks to his roommates about the rent

Think and share

Read the questions below.
The Idea bank can help you answer the questions.
You can share your ideas with the group.

- **How have you communicated today?**

Idea bank

Today I communicated by:

- Sending a text message
- Answering a phone call
- Talking to a co-worker

- **Why do you need to communicate at work or at home?**

Idea bank

You need to communicate to share:

- What you need
- What you know
- How you feel

Why is communication hard sometimes?

Communication is a skill.
Communicating well can be hard sometimes.

You might find communication hard if:

- You're in a hurry
- You're in a loud place
- You feel nervous
- You feel **stressed**

A problem with communication is called a **miscommunication**.

Miscommunication can cause mistakes at work.
Miscommunication can cause problems at home.

Skill words

Feeling **stressed** means you feel worried or tense.

Miscommunication is when people don't understand each other.

Think and share

Joe is almost done his shift at work.
He has to write one more food order.
He writes the order quickly.

Joe makes mistakes in the order.
There is a miscommunication.

Look at the questions below.
You can share your answers with the group.

- **Why was there a miscommunication?**

- **What can Joe do next time to avoid a miscommunication?**

Idea bank

Joe can avoid miscommunicating by:

- Taking his time
- Staying calm
- Checking his work

How can you communicate better?

Here are some things you can do to communicate better:

- Be prepared
- Be a good listener
- Use body language

Be prepared

Think before you communicate.
Decide what you want to communicate.
Decide how you want to communicate.
Being **prepared** helps you communicate better.

Here are some ways to **prepare**:

- Decide when and where you'll communicate
- Choose the most important ideas to share
- Keep your communication simple

Skill words

You're **prepared** when you're ready to do something.

You **prepare** when you get ready to do something.

Think and share

1. There are two examples below.
   Choose one of the examples and read it.

Example 1

You need to ask for a day off work.

You have to communicate with your boss.

Example 2

Your roommate left dirty dishes in the sink again.

You have to communicate with your roommate.

2. Read the question below.
   Think about the example you read.
   You can share your answers with the group.

- **How can you prepare to communicate?**

Idea bank

You can prepare by:

- Deciding when you will communicate
- Deciding what words to use
- Practicing the conversation

Be a good listener

Listening is an important skill.

A good communicator uses **active listening**.

Active listening is when you:

- **Take action to help you understand.**
  You can ask questions to help you understand.

- **Check that you understand.**
  You can repeat back what you understood.

- **Do things to help you remember.**
  You can write down what you need to remember.

Skill words

Active listening is when you listen carefully. You try hard to understand what someone else communicates.

Try it

Drawing pictures can help you remember.
Draw pictures of the 3 active listening tips below.
The pictures will help you remember the tips.

- **Ask questions to help you understand.**

- **Repeat back what you understood.**

- **Write down what you need to remember.**

Think and share

Joe is meeting with his boss.
The boss shares new information about safety.
It's important for Joe to understand this information.

Read the question below.
You can share your answers with the group.

- **How can Joe make sure he understands what his boss is communicating?**

Idea bank

Joe can check his understanding by:

- Asking questions
- Listening carefully
- Repeating back what he understands

Use body language

You can communicate using words.
You can also communicate with your body and face.
This is called **body language**.

Your body language can communicate many things.

Skill words

Body language is using your body and face to show what you think or feel.

Understanding body language is a skill.
You can practice using body language to communicate.
You can practice understanding other people's body language.

Think and share

Look at the examples below.
Think about what the person in each example is communicating with their body language.
You can share your answers with the group.

1

2

3

4

How can you practice your communication skills?

Communication is a skill.
You can practice your communication skills.

Here are some ways to practice your communication skills.

Practice communicating with different people.

- Talk with friends and family
- Share information with co-workers

Think before you communicate.

- Choose a good time and place to communicate
- Take your time

Practice your active listening skills.

- Ask questions
- Repeat back what you hear

Way to go!

You've learned about communication.

Take action

You need to take action to get better at a skill.
Write a **pledge** to take action.

Skill words

A **pledge** is a promise to do something.

I pledge to work on my communication skills.
Here are some ideas of what I will do.

I will

_____

_____

Idea bank

Things to work on:

- Prepare what I want to say
- Be an active listener
- Practice using body language