



CEW – Student Evidence

JA Career Success, Session 2

11th grade

CEW Academic Standard: 13.2.11.E

13.3.11.A,B,C

Name: _____ **Date:** _____

In Session 2 we learned techniques to handle conflict in the workplace and the importance of **communication** in those situations. How do you think this activity will help you resolve workplace conflicts in the future?

Student Name _____

Conflict Management Fact Sheet

Tips for Workplace Communication

1. **Carefully choose your words**, both in writing and speaking. Avoid slang and casual terms.
2. **Stay professional in your nonverbal communication**, including facial expressions, hand and body gestures, posture, and tone of voice. For example, always make eye contact when speaking to someone.
3. **Use active listening**. Concentrate on what the speaker is trying to communicate; don't just wait for your turn to talk.
4. **When communicating in writing**, remember to reread before sending because the reader cannot see your nonverbal cues. Words that can be funny in person may come across as insulting in writing.
5. **Stay positive and calm** with customers, coworkers, and supervisors.
6. **Avoid multitasking**. Maybe you are able to have a conversation while working on the computer, but in the workplace it is professional to stop and give another person your undivided attention.

