



Seven Tips for Successful Professional Communication

Preview

Answer the questions. Then talk about your answers.

- 1) What communication skills do you need for successful professional communication?
- 2) What do you think are the most valuable communication skills?
- 3) What difficulties did you have when speaking publicly?
- 4) What kinds of professional communication do you use with coworkers and customers in your job?

I. READING

Read and translate the text

SEVEN TIPS FOR SUCCESSFUL PROFESSIONAL COMMUNICATION

Every employee needs to learn certain communication skills before **entering the workplace**. There are seven communication skills **vital** for successful professional



communication: **clarity**, respect, good listening skills, **confidence**, **empathy**, ability to speak publicly and to learn.

Clarity is an important communication skill that every employee needs to learn to communicate with others. **Misunderstandings** can **cause conflicts** and negatively affect a business. To avoid misunderstandings it is advisable to **refrain from** providing too much general information. It is necessary to be **concise** and direct when you communicate with customers, co-workers, and especially your employer.

Respecting your customers and your co-workers is also essential. Respect is usually shown in an **appropriate** tone and knowing your **boundaries**. You must also respect your employer even if you don't agree with his/her personal opinion.

Good listening skills are one of the most valued communication skills found in the workplace. You should **take into account** that people are interested in sharing their opinion rather than listening to others. Part of listening is asking questions. For instance, if you don't know how to fulfill your boss's task – don't guess, ask.

Displaying confidence is a necessary skill in the workplace. You should learn to speak in a clear and direct tone to individuals and to larger groups, but refrain from sounding **arrogant**.

Empathy **shows concern** for other people's needs and it's also a great way to maintain good relationships. If a customer is upset about a personal situation, it is important to **express your support**.

Another important communication skill to learn is how to speak more comfortably in front of large groups of people, such as in conferences or at seminars.

Learning to look at different members of the audience and express your ideas correctly are also valuable speaking skills that will help you in your career.

Above all else, one of the most **valuable** types of communication skills is to continue to learn. That means **acquiring knowledge** and new experience which will be useful in your job.

Communication skills in the office **provide you with tools** to become the best employee. They will also help you to make a successful career, learn a new trade or get a degree.

II. VOCABULARY

1. to enter the workplace ['entə]	приступить к работе
2. vital ['vaɪtəl] There are seven communication skills vital for successful professional communication.	необходимый, жизненно важный Существует семь коммуникативных навыков необходимых для успешного профессионального общения.
3. clarity ['klærɪtɪ] Clarity is an important communication skill.	ясность Ясность – важный коммуникативный навык.
4. confidence ['kɒnfɪdəns] confident	уверенность в себе уверенный
5. empathy ['empəθɪ]	эмпатия, способность сопереживать
6. misunderstanding [ˌmɪsʌndə'stændɪŋ]	взаимонепонимание
7. to cause a conflict [kəʊz kən'flɪkt] Misunderstandings can cause conflicts and negatively affect a business.	вызывать конфликт Недоразумения вызывают конфликты и негативно влияют на бизнес.
8. to refrain from [rɪ'freɪn] You should refrain from providing too much general information.	воздерживаться от Нужно воздерживаться от большого количества общей информации.
9. concise [kən'saɪs]	краткий

10. appropriate [ə'prəʊpriət]	соответствующий
11. boundary ['baʊndəri] to know boundaries Respect is usually shown in an appropriate tone and knowing your boundaries.	граница соблюдать субординацию Уважение выражается в соответствующем тоне разговора и соблюдении субординации.
12. to take into account [ə'kaʊnt]	принимать в расчёт
13. arrogant ['ærəgənt]	высокомерный
14. to show concern [kən'sɜ:n] Empathy shows concern for other people's needs.	проявлять заботу Эмпатия показывает заботу о нуждах других людей.
15. to express support [ɪk'spres sə'pɔ:t]	выражать поддержку
16. valuable ['væljuəbl]	ценный
17. to acquire knowledge [ə'kwɪə 'nɒlɪdʒ] Continue to learn means to acquire knowledge.	приобретать знания Продолжение обучения означает приобретение новых знаний.
18. to provide with tools [prə'vaɪd]	обеспечить средствами

III. READING COMPREHENSION

2. Answer the questions:

1. What does every employee need before entering the workplace?
2. What communication skills do you know?
3. What do misunderstandings cause?
4. What is the way to show respect?
5. What is part of listening skills?
6. What is empathy?
7. What does ability to learn mean?

1 What do you call:

1. Admiration felt or shown for someone or something that has good ideas or qualities
2. The ability to share someone else's feelings or experiences by imagining what it would be like to be in that person's situation
3. A person who you work with, especially someone with a similar job or level of responsibility
4. The quality of being certain of your abilities or of having trust in people, plans, or the future
5. An occasion when someone does not understand something correctly

2 Are these sentences true or false?

1. Every employee needs to learn certain communication skills before entering the workplace.
2. There are ten communication skills vital for successful professional communication.
3. Misunderstandings can positively affect a business.
4. It is necessary to give as much information as possible when you communicate with customers and your employer.
5. You should take into account that people are interested in listening to others.
6. If you don't know how to fulfill your boss's task – don't show it.
7. If a customer is upset about a personal situation, it is important not pay attention to it.
8. Communication skills in the office provide you with tools to become the best employee.

4. Choose the correct word or word combination:

1. Every employee needs to learn certain communication skills before entering the
 - a) conference
 - b) workplace
 - c) meeting

2. There are seven communication skills: clarity, ..., good listening skills, confidence, empathy, ... and to learn.

a) respect, ability to speak publicly

b) clarity, ability to speak publicly

c) respect, empathy

3. Misunderstandings can cause conflicts and negatively affect

a) politics

b) friendship

c) a business

4. Respecting your customers and your ... is also essential.

a) co-workers

b) relatives

c) clients

5. You should ... that people are interested in sharing their opinion.

a) show concern

b) take into account

c) pay attention to

6. Displaying ... is a necessary skill in the workplace.

a) contempt

b) love

c) confidence

7. Above all else, one of the most ... types of communication skills is to continue to learn.

a) valuable

b) favourite

c) confident

IV. ANALYZE

1. Match the words with their Russian equivalents

1. to express support	a. ценный
2. concise	b. краткий
3. to cause a conflict	c. уверенность в себе
4. confidence	d. воздерживаться от
5. to refrain from	e. границы
6. valuable	f. соответствующий
7. to acquire knowledge	g. ясность
8. boundaries	h. вызывать конфликт
9. clarity	i. выражать поддержку
10. appropriate	j. приобрести знания

2. Give the English equivalents:

1. прежде чем приступить к работе
2. ясность, уважение, уверенность в себе
3. для того, чтобы избежать взаимонепониманий
4. клиенты, сотрудники и работодатель
5. воздерживаться от общей информации
6. соответствующий тон

7. выполнить задание начальника
8. звучать высокомерно
9. поддерживать хорошие отношения
10. обеспечить необходимыми средствами

3. Complete the words or phrases below using words from the box:

a conflict support concern account from boundaries knowledge the workplace

1. take into
2. show
3. express
4. acquire
5. cause
6. enter
7. refrain
8. know.....

4. Match the following words with their definitions:

1. boundaries	a. encouragement
2. confident	b. suitable, relevant
3. valuable	c. to abstain, hold back
4. concise	d. limits, borders
5. support	e. precious
6. to refrain	f. brief, short
7. appropriate	g. sure, certain

V. TRANSLATE

1. Коммуникативные навыки помогут вам сделать карьеру, обучиться новой профессии или получить научную степень.
.....
2. Ясность в выражении мысли позволяет избежать взаимонепониманий.
.....
3. Необходимо уважать своих коллег, клиентов и руководителей.
.....
4. Говорите четко и прямо, но избегайте высокомерного тона.
.....
5. Эмпатия позволит вам проявить заботу о клиентах и коллегах.
.....
6. Умение выступать перед большой аудиторией – одни из ключевых навыков профессионального общения.
.....
7. Способность учиться поможет вам в вашей профессиональной деятельности. .
.....
8. Частью умения слушать является способность задавать вопросы.
.....

VI. SPEAKING

1. Choose three communication skills most critical for the people of the following jobs, given below. Explain your choice. What three communicational skills are vital for your profession?

COMMUNICATION SKILLS

clarity, respect, good listening skills, confidence, empathy, ability to speak publicly and ability to learn

JOBS

Doctor

Lawyer

Sales Manager

Teacher

Engineer

Driver

Pilot

President

2. Work in pairs to discuss the situations:

Situation 1

You have got two candidates for promotion. One of them is a skillful communicator but careless with his/ her work and makes many mistakes. The other is highly professional but has problems with communication. Whom would you prefer to promote?

Situation 2

Your friend has to make a short presentation in front of the higher ranks of your company. The problem is that he/ she talks a lot and cannot stick to the point. Help him/ her with your advice.

Situation 3

Your boss has given you a task you disagree to fulfill. Give your reasons to your boss but mind your boundaries.