

**BEST SELLER**

# Soft Skills Communication Skills Digital Discovery Activity

An Important Lesson  
for **ANY**  
HIGH SCHOOL CLASS!

An easy-to-use,  
fillable Google Slide  
OR **easily** convert to  
Microsoft  
PowerPoint.

**NO PREP!**  
**Saves you time!**



BUSINESS EDUCATION WITH *Denise Leigh*

# Focusing on communication skills

The MOST important soft skill in business!!!

**Student:** Be sure to read all instructions and respond in the designated text box. Please use a font size to allow room for your response.

**Teacher:** When attaching to Google Classroom, be sure to attach by selecting the option "Make a copy for each student"



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# A Google Slide File OR *easily* convert to Microsoft PowerPoint

# NO PREP!

## Let's get down to business!

There are essential skills that make individuals more marketable in the workforce. They are skills that, if practiced and polished, can help one land the job that they want! Some call these essential skills "soft skills"...some call them "employability skills". Whatever you want to call them, know that they are valuable skills and worth exploring.

The top TEN essential skills that would make YOU more marketable in the workforce are...

## Communication Skills



Teamwork

Adaptability

Problem Solving

Creativity

Work Ethic

Interpersonal Skills

Time Management

Leadership

Attention to Detail



Teacher put name of course here...

Teacher name here



## Communication Skills Components

Explore

Communication skills can be oral or written and are very important skills to be successful in the workplace. Components of effective communication skills include...

- Confidence-You sound off sounding confident and sure
- Respect-Your message is conveyed with respect
- Empathy-You are able to understand another viewpoint
- Listening-You are actively listening and processing information
- Verbal communication-Choosing words wisely and being comfortable doing so
- Non-Verbal Communication-Making good eye contact and not fidgeting
- Written Communication-Writing with proper grammar and composition
- Constructive Feedback-Being respectable and mindful when getting and receiving feedback
- Friendliness-Everyone enjoys friendly

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# Great for Sub Days or Remote Learning!

# NO PREP!

Review the list of communication skills components on the previous page. Of that list, what skills do you feel that you do well?

Using that same list, what components do you feel that you could work on to be your personal best?

Self Assessment

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June has been waiting for the local printer to hire. She got word that they are hiring! It's the perfect location and her friend works there. She knows that it is a great working environment with caring bosses who value their employees. She works hard on her resume and her cover letter. What are three things that June can do to assure that everything is spelled correctly and that her application and employment paperwork has no errors and sounds intelligent and sincere? Use complete sentences for your response.

**PREVIEW**

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# Great Lessons for any High School Student!

**NO PREP!**

Michael is excited about giving his presentation to the marketing board. He feels that his advertising plan is a real winner! The day of the presentation, he was so nervous. He conveyed his message with confidence and did a great job using descriptors and verbs to sound knowledgeable and make his ad campaign sound successful. His written presentation was well thought-out and clear. He struggled with maintaining eye contact with the whole team as he focused on Emily's face, who was that he felt comfortable around. He kept shaking his leg throughout the presentation, which he tends to do when he is nervous. After the presentation, he was told of two good aspects of his campaign. He was excited to hear that! One of the team-members made a suggestion of where his plan could be improved to reach more customers. Everyone agreed with the suggestion. Michael was hurt and angered by the suggestions as he was not open to such criticism.

After reading about Michael's presentation, how did Michael use good communication skills? What skills could he improve on in future presentations? Use complete sentences in your response...



**PREVIEW**

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Which communication component are these workers mastering?



Olivia is training an employee to use the new accounting software.

She is very knowledgeable and able to explain the difficult aspects of the software. She listens to his questions carefully so that she is able to best answer him.

List 3 components that Olivia is using well.

Three blue rectangular boxes for writing answers.



Jamal and his HR management team received several questions about the new health care insurance package. Jamal arranged a telephone conference with the insurance company to answer the questions for his employees. After educating himself, he drafted a well-written email answering those frequently asked questions.

What are 3 communication components that Jamal used well?

Three blue rectangular boxes for writing answers.

Communication Components

- Clarity
- Confidence
- Respect
- Empathy
- Listening
- Verbal communication
- Non-Verbal Communication
- Written Communication
- Constructive Feedback
- Friendliness



# Engage, Explore, Analyze, Discover! Prompts Critical Thinking.



## Listening

Listening is a very important component of good communication skills. Hiring managers look for this skill in new hires. There are 3 types of listening skills used in business.

### Discover Listening Skills:

**Active Listening:** A technique that is used in counseling, training, and solving disputes or conflicts. It requires that the listener fully concentrate, understand, respond and then remember what is being said.

**Reflective Listening:** Communication strategy involving two key steps: seeking to understand a speaker's idea, then offering the idea back to the speaker, to confirm the idea has been understood correctly.

**Empathic Listening:** A way of listening and responding to another person that improves mutual understanding and trust.

Jenny explained the many tasks that she needed done while she was gone on her trip to Asia. Her assistant listened carefully and repeated the list of tasks back to Jenny to assure that he heard her correctly and didn't miss anything. What type of listening skills is this?

Maxwell and his colleagues are in the communication practice. The CPA's and auditors are practicing listening carefully to each other and respond to each case as they are heard. This assures that they understand the clients needs and earn the clients and co-workers trust. What type of listening practice does Maxwell's use?

Logan listened very carefully to his supervisors instructions. He was sure to concentrate as he listened because he did not want to miss any information because the account that they were discussing was the biggest account of the business. What type of listening is this?



# NO PREP!

# PREVIEW

# PREVIEW

There are many ways to communicate professionally in business. Deciding the best way to convey a message is practicing business acumen. Acumen is the ability to make good judgments and quick decisions in business to maintain professionalism. Use the communication guidelines to decide the best way to communicate for the following scenarios.

### Communication Guidelines

Telephone Call -A discussion to sort out details

Text Message -A quick message with limited information

Email -Correspondence with details that can be referred to at a later date if need be.

Email with attachments -Details are attached to be referred to at a later date if need be.

Mailed Letter -Written correspondence that is formal and often has a physical signature

Handwritten Note -A quick message with limited information

Text Message -A quick message with limited information

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1.

Denise needed work done on her new business location before she can move there.

She got three recommendations from friends for good contractors. She needs to notify them to get them to take a look at the new office and give her an estimate of what they would charge to do the work needed.

What is the best way to communicate with these contractors?



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2.

After signing a contract with a contractor and agreeing on what work needed done, the contractor agreed to keep her informed of the progress while she was away on a business trip. What might be the best way to show progress and keep Denise informed?

NO PREP!

3.

The contractor needs money to buy materials for the second phase of the job at Denise's new office. She asked him to provide the receipts for the first phase and a written, itemized estimate of what will be needed for the second phase including a total amount. What might be the best way to get the receipts and written estimate to Denise?

PREVIEW



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4.

The contractor has a decision to make as he finishes up the job. He thinks that it is best if Denise stops by to take a look at the project and make the decision herself. What might be the best way for him to ask Denise if she can stop by the new office on her way home from work?

# Essential Career and Technical Education Lessons



# Teacher Testimonials



My students **loved** using this resource in class. This resource presents information clearly and straightforwardly, making complex topics easier to understand and learn.



The students **really liked** this assignment. I gave this as in-class work for my students. They were all engaged seemed to enjoy this. I have yet to see their work submitted!



Very thorough resource! Was a **great addition** to my classroom.



**Great resource!** It really helped with my lesson planning!



My students **loved** this activity. It was very well put together. They really enjoyed the activities (sic).

**Hi! My name is Denise Leigh. I have been teaching Business Education for over 25 years! I love collaborating with business educators all over the world. I am a 2022 Pennsylvania Teacher of the Year Finalist and relentless lifetime learner and lover of everything education. Engaging students and connecting them to their world is my jam! Thank you for exploring my resources and sharing my passion for BUSINESS EDUCATION!**

Denise Leigh is an expert on student-led instruction. She was featured on CBS Pittsburgh for her City Collaborative™ Project-Based Business Education (PBL) Classroom.

