

## Communication at Work

*For students who want a job*

### Types of Communication

- **Professional Communication** is direct, respectful, and a formal way to talk to someone.  
You can show you are being a professional communicator by:
  - Being an **active listener** by facing the person who is talking to you
  - Ask questions if you are confused
  - Speaking in a polite voice
- **Casual Communication** is when you are speaking to someone like they are your friend.  
You can use casual communication:
  - On a break
  - Before a shift
  - After a shift
- **Verbal communication** is when you use words to communicate.



- **Written communication** means anything you write, type, email, or text that tells a person something or that communicates what you are thinking.



- **Nonverbal communication** is the way you communicate without words. Nonverbal communication includes you:
  - Facial expressions – smiling, frowning, having your eyes open or closed
  - Body language – your posture, nodding your head, how close you stand to a person
  - Eye contact – looking someone in the eye



## Applying for a Job

- There are several ways to **apply for a job**.
- Different businesses have different steps for applying.
- Check with the business to see if you need to fill out an application online or on paper.



- You will need to turn in an application and other documents like a resume or one-page profile.
- These are documents that tell your employer the strengths and needs, supports, work experience, and interests you have.



**Katie Smith**  
 (222)555-8888  
 EMAIL@GMAIL.COM

**Prior Work Experience**

- **PetSmart**  
 October 2018-Present
  - Stocked
  - Inventory management
- **Morning Pointe Assisted Living**  
 August 2017-May 2018
  - Cleaned tables
  - Replenished supplies
- **School Cafeteria**  
 September 2016-May 2017
  - Baked cookies
  - Maintained inventory

**Skills I Bring to the Job**

- Detail Oriented
- Organized
- Dependable
- Attentive Listener
- Hardworking
- Positive Attitude

**Supports That Help My Success**

- Ask for assistance when needed
- Written directions
- Visual checklists

**How People Describe Me**

- Reliable employee
- Teammate
- Confident
- Supportive
- Cooperative
- Charismatic
- Social



## Interviewing for a Job

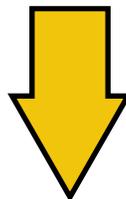
- The **Americans With Disabilities Act**, or the **ADA**, allows you to have **accommodations** for an interview.
- If you need accommodations, you will have to ask before the interview.
- Interviewing for a job may make you feel nervous.
- A good idea is to practice answering interview questions with a teacher, family member, or friend so that you feel more prepared.



## Wrap Up

- **Professional communication** means that you are an active listener, ask questions, and speak in a polite way.
- Use professional communication with your boss and co-workers.
- **Nonverbal communication** is a way of communicating without words.
- You may use your body, facial expressions, or eye contact to communicate nonverbally.
- It is important to be professional with your nonverbal communication.
- When you are writing or typing to communicate with supervisors, use professional language.
- When applying and interviewing for a job, practice answering interview questions.
- Before the interview, ask for any **accommodations** you need.

KEEP READING FOR MORE DETAILS





## Professional vs Casual Communication

---

- Professional communication is a direct, respectful, and formal way to give and receive information in the workplace.
- Being an active listener is part of being a professional and means that the employee gives their full attention to the person who is speaking.
- Communicating professionally means being an active listener, following directions and procedures, and speaking in a polite and direct way in the workplace.
- When an employee is expressing needs or disclosing a disability to an employer, professional communication can help to build trust and respect between the employee and employer.
- There are times at work when casual communication is appropriate. When conversing with a co-worker or boss, conversation topics may not always be about work.
- Example: Your boss may ask about your time outside of work: “How was your weekend?” or “Did you watch the game last night?”
- Casual communication is appropriate during a break time or before or after a shift.
- Casual communication is not appropriate when employees are in meetings, interviews, or are receiving directions or feedback.

## Nonverbal, Verbal, and Written Communication

---

- Body language, facial expressions, and eye contact are nonverbal forms of communication that can show employees are professional or unprofessional.
- When communicating with employers, it is important to be assertive meaning that information is given in a direct and respectful way.
- When sharing important information face-to-face, such as disclosing a disability or asking for additional support, it is a good idea to practice with a family member, teacher, or friend so they can give feedback and help you feel more comfortable.
- If the worker needs to have an important conversation with the employer or colleague (such as disclosing a disability or requesting accommodations), it is best to arrange a meeting. The worker does not have to approach someone on-the-spot, make sure to ask them: “Is now a



- good time?” or “Do you have a few minutes to talk?”
- When writing an email, address the person by name while being direct and polite.
  - Example: Hello Mr. Johnson, I would like to set up a time for us to talk about my schedule. I am available on Wednesday or Thursday. Please let me know what works best for you. Thank you for your time.
  - Email addresses can create the wrong impression if they are too informal or casual.
  - Casual Example: starwarsfanatic371@gmail.com
  - Professional Example: smith.j@gmail.com
  - When communicating with co-workers or managers, send messages during standard working hours (Usually 8:00am-5:00 pm).
  - Check messages and respond to emails and phone messages within 24 hours.

## Applying and Interviewing for a Job

---

- Follow directions that the business posts about how to apply. Some may want paper applications, while other may want all documents submitted electronically.
- If you are applying for a job, a one-page profile may communicate strengths and needs better than a resume. One-page profiles help employers to learn what makes you unique, what strengths and abilities you have, and what supports help you to be successful. You can find templates and examples for one-page profiles by doing a quick Google search.
- When writing a one-page profile or resume, keep details direct and to the point. Ask others to review it and give feedback.
- These documents need to be reviewed and updated every time you apply for a new job.
- The ADA protects one’s right to receive accommodations for an interview. If accommodations are needed for the interview, be sure to ask for them ahead of time so that the employer can prepare.
- Interviewing for a job can make people nervous so it is important to practice answering interview questions with a family member, friend, or teacher.