



KITS WORK READINESS TOOLKIT

Module 5: Workplace Communication

Objective

To develop professional communication skills across email, chat, meetings, and reporting, enabling participants to speak with clarity, confidence, and respect while managing workplace interactions effectively.

Module 5: Workplace Communication

Facilitator / Participant Guide Note

Purpose:

This module is designed for **independent or guided completion**. Follow the instructions, complete worksheets honestly, and engage with journaling prompts. Exercises are **hands-on and reflective**, helping participants build essential communication skills even without a live facilitator.

How to Use This Module:

- Complete worksheets thoughtfully and honestly.
- Engage fully in mock exercises and feedback sessions.
- Review reflections weekly to monitor growth and improvement.

Outcome:

Participants will develop effective workplace communication skills, enhance clarity, confidence, and professionalism, and apply practical tools for meetings, email, reporting, and escalation.

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1. Professional Email and Chat Etiquette

"The single biggest problem in communication is the illusion that it has taken place."
– George Bernard Shaw

Learning Note:

Professional written communication is an extension of your personal brand. Clear, concise, and courteous emails or chat messages prevent misunderstandings and create credibility.

Activity – Email & Chat Checklist:

Task	Done (✓)	Notes / Examples
Subject line is clear and specific		
Tone is professional and respectful		
Message is concise and structured		
Proper greetings and sign-offs		
Grammar, punctuation, and spelling checked		

Reflection Prompts:

- How would recipients perceive my emails and chat messages?
- Which habit could I change to improve clarity or professionalism?

Journaling Prompt:

"Write an example of a professional message you would send in your workplace. How can you make it clear, respectful, and effective?"

2. Speaking with Clarity, Confidence, and Respect

"Speak so that others love to listen to you. Listen so that others love to speak to you."
– Unknown

Learning Note:

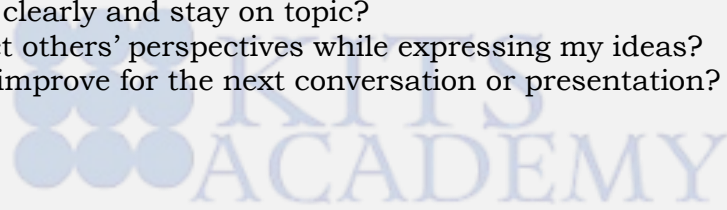
Oral communication is as important as written communication. Speaking clearly, confidently, and respectfully builds influence, credibility, and positive relationships.

Activity – Mock Speaking Exercise Worksheet:

- Pick a workplace scenario (meeting, presentation, team discussion).
- Plan your points:
 1. _____
 2. _____
 3. _____
- Record or rehearse your delivery. Reflect on clarity, tone, and confidence.

Reflection Prompts:

- Did I speak clearly and stay on topic?
- Did I respect others' perspectives while expressing my ideas?
- What can I improve for the next conversation or presentation?



3. Listening, Reporting & Escalation Protocols

"Most people do not listen with the intent to understand; they listen with the intent to reply." – Stephen R. Covey

Learning Note:

Effective listening is crucial for understanding instructions, solving problems, and building trust. Accurate reporting and knowing when and how to escalate issues ensures workflow continuity.

Activity – Listening & Reporting Self-Assessment:

Skill	Rating (1–5)	Notes / Example
I actively listen and take notes		
I accurately summarize and report information		
I escalate issues appropriately and timely		
I ask clarifying questions when unsure		

Reflection Prompt:

- When was my last miscommunication? How could better listening or reporting have changed the outcome?
- How can I improve my escalation process to prevent bottlenecks or misunderstandings?

4. Exercises: Mock Meetings, Email Writing Labs & Peer Feedback

"Practice doesn't make perfect. Practice makes permanent." – Unknown

Learning Note:

Practical exercises like mock meetings, email labs, and peer feedback help reinforce communication skills in a realistic and low-risk environment.

Activity – Peer Feedback Journal:

- Participate in a mock meeting or write a sample email.
- Exchange feedback with a peer.
- Record your reflections:

Feedback Received	Action Plan	Outcome

Reflection Prompts:

- Which feedback was most valuable, and why?
- How can I integrate the feedback into my daily communication?
- What skill will I practice this week to improve workplace communication?

5. Wrap-Up & Reflection

Key Takeaways:

- Professional email and chat etiquette enhances clarity and credibility
- Oral communication with confidence, clarity, and respect builds influence
- Listening, accurate reporting, and proper escalation strengthen workplace efficiency
- Practical exercises reinforce learning and skill application

Action Steps:

1. Apply one email or chat improvement immediately in your workplace.
2. Practice one speaking or listening technique in meetings this week.
3. Document reflections and feedback to track ongoing improvement.

