



# Mastering the Message: Communication that Counts at Work



# Communication = Career Currency

- **86% of employees cite poor communication as the #1 cause of workplace failure.**
- **Great communicators become great leaders.**
- **You can learn it—starting now.**





Verbal + Non-Verbal Cues:

# More Than Words

**01** Tone of voice, posture, and eye contact matter.

**02** Be concise, confident, and courteous.

**02** Listen more than you speak.





# Professional Online Presence

## Email & Digital Etiquette

Use greetings (Hi [Name], Hello Team)

Avoid slang or emojis in emails

Always proofread

Respond promptly







# Active Listening & Feedback

Listening is a Superpower

- **Don't interrupt—focus fully**
- **Ask clarifying questions**
- **Summarize back:** “What I hear you saying is...”
- **Accept feedback as growth, not criticism**





## THE COMMUNICATION CHALLENGE

### Practice scenarios:

A team meeting  
A customer complaint  
Asking for help from your  
supervisor

**Tip:** Record or reflect on your  
tone and approach





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