



# Communication Skills - Telephone and Email

## ***Use Non Face-to-Face Communications Skills to Maximize the Performance of the Group or Team***

In the new economy teamwork is expected and necessary. This means establishing working relationships with others whom you might not be able to communicate with face-to-face. The basis of any relationship is communications. Effective communications mean there is a shared understanding of the message. Most of the formal schooling and training experienced by team members that the idea has been encoded by the sender, and decoded by the receiver in such a way that they both see the idea in the same manner.

**At the conclusion of this email and telephone skills workshop participants will be able to:**

- Describe the sending and receiving process as it relates to effective communications.
- Use I-statements to "assertively" communicate both verbally and written.
- Defuse "shark" attacks by using techniques: assertively responding, selective repetition, accepting criticism and assertively acknowledging.
- Ensure that the feedback given the speaker promotes effective communications.
- Improve the communication process by paraphrasing, asking non-directive (open-ended) questions and reflecting emotional feelings.
- Define the characteristics of effective and efficient email communication by applying the six characteristics of good business writing.
- Demonstrate effective use of subject headings.
- Explain the role of audience and tone in written communication.
- Recognize email etiquette.
- Describe when an email is appropriate and when other communication is more appropriate.