

# Instructional Scenario

## Developing Communication Skills



**Course/Duty Area:** Developing Communication Skills; Communicating with a Coworker

**Scenario:**

Joan is sitting at her desk, working on revising the company's manual. Sharon comes over and greets Joan and asks her whether she left the paper jam in the copier. Joan continues to work and does not look up because she has a deadline to meet and because she was not sure what to say. Sharon repeated the question, and still got no response from Joan. Instead of engaging in what could become a conflict, Sharon walks away.

**Big Question:**

What is effective communication?

**Focused Questions:**

- Did the scenario meet these four criteria of effective communication:
  - Listening
  - Maintaining eye contact
  - Responding and Feedback
  - Sending a clear message
- What could Joan have done differently?
- What could Sharon have done differently?
- What should happen next?

**Project-Based Assessment:**

- Explain how Joan could have responded better to Sharon and how Sharon could have helped with the communication process using the criteria for effective communication.
- Research best practices for effective communication.
- With a partner, create a ten-line script of the interaction between two coworkers using effective communication based on the scenario above.
- Finally, with a partner, present your script to the class.

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