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| **Frequently Asked Questions** | | |
| **Question** | **Answer** | **Employee** |
| 1. What is the first step when preparing a professional message? | 1-Analyze the Situation-Defining you purpose and developing an audience profile. Knowing what your audience needs. 2-Gather Information Determine your audience needs and obtain the information necessary to satisfy those needs. 3- Selecting the Right Medium-Selecting the best medium (oral, written, visual, or electronic) for delivering your message. 4- Organize the information-Define your main idea, limit your scope, select a direct or an indirect approach, and outline your content.  Source: <https://karimbriscoe.wordpress.com/2012/04/29> understanding-the-three-step writing-process-in business messages | Michelle Young |
| 2. How do I figure out who I am writing to? | Identifying the audience for a particular communication is done by first considering the traits and qualities of the recipient(s). Visualizing the audiences “Age, Economic level, Educational/occupational background, Needs and concerns, Culture, Rapport, and Expectations” will enable the sender to complete an effective “audience analysis” (Lehman, DuFrene, & Walker, 2017, pp.43-44).  References  Lehman, C., DuFrene, D., & Walker, R. (2017). *BCOM: Business communication: Student ed. 7*. Boston, MA: Cengage Learning. | Erica Branch |
| 3. How important is choosing the communication format? |  |  |
| 4. What is the best way to deliver bad news to a recipient? | When delivering bad news, it is important to keep a few things in mind. It is best to always be direct and put the notice in writing. You should also have justification for the bad news for the recipient and be sure that it given in a way that respects the individual and all parties involved.  Source:  Forum, F. L. (2012, May 30). The 10 Commandments for Delivering Bad News. Retrieved October 17, 2017, from https://www.forbes.com/sites/forbesleadershipforum/2012/05/30/10-commandments-for-delivering-bad-news/#2e6ac6eb2169 | Megan Florence |
| 5. Is communication a skill or just something someone is good at? | In my opinion, communication is a skill that is developed. We have very few people who are great at communicating with others without proper training. Communication is implemented to “inform, persuade, or entertain.” These are all factors to building that healthy, beneficial skill that is so important while communicating with co-workers, competitors, etc.    Lehman, C. M., DuFrene, D. D., & Walker, R. (2015). BCOM7 (Page 3). Boston, MA: Cengage Learning. | Lakeisha  Kimble |
| 6. What role does ethics play in communication? | Hearing is a physical response in your body that occurs whenever there is noise around you. Is it passive and you have no control over it. Listening relies on hearing, but is active and involves the processing of noise in an attempt to make sense of it.  Horowitz, S.S. (2012, November 9). GRAY MATTER. Retrieved October 21, 2017, from <http://www.nytimes.com/2012/11/11/opinion/sunday/why-listening-is-so-much-more-than-> hearing.html | Jesita Boonrak |
| 7. Can I use humor in my professional communications? | When I read this question, I thought humor would not be good in communicating professionally, but as I was reading Humor in Persuasion they made some really great points. My thoughts are you would want the crowd to take you seriously on whatever you are discussing but in this blog, they explained that humor gives a positive affect on the viewers mood. Laughter, for example, reduces stress while uplifting the viewer’s mood. Good mood, in its turn, can have a positive effect on persuasion. According to a study (cited in Lyttle, 2001), “people who are in a good mood are less likely to disagree with a persuasive message” (para. 6). Lyttle, J. (2001, April). | Michelle Johnson |
| 8. What is the difference between *hearing* and *listening*? | Hearing is a physical response in your body that occurs whenever there is noise around you. Is it passive and you have no control over it. Listening relies on hearing, but is active and involves the processing of noise in an attempt to make sense of it.  Horowitz, S.S. (2012, November 9). GRAY MATTER. Retrieved October 21, 2017, from  <http://www.nytimes.com/2012/11/11/opinion/sunday/why-listening-is-so-much-more-than->hearing.html | Jesita Boonrak |
| 9. What are common barriers to effective communication? | Recognizing the most common communication barriers and understanding how they impact on effective communication is very important. There are many barriers to effective communication but the most common are physical, emotional, and interpersonal barriers. Communication is not a one-way street. To have others open up to you, you must be open yourself.  Smith, C. (2012 June 28). THE SEVEN BARRIERS OF COMMUNICATION. Retrieved from https://www.govloop.com/community/blog/the-seven-barriers-of-communication/ | Nicole Williams |
| 10. What is the biggest struggle people have when giving a presentation? | The biggest struggle people have when giving a presentation is not speaking clear enough to the audience. Talking to your friends on a daily basis is very easy but somehow once you get in front of a huge crowd you seem to get nervous. Some people may stutter or mumble when speaking to many people. Other people seems to speak quickly through the presentation causing the audience to miss out on information.  Mind Tools Content Team. (n.d.). 10 Common Presentation Mistakes: Avoiding Common Pitfalls in Your Presentation. Retrieved October 19, 2017, from <https://www.mindtools.com/pages/article/presentation-mistakes.htm> | Tomeia Fleming |
| 11. Why is empathy important in the professional environment? | Empathy is the ability to be sympathetic, understanding, and compassionate of the thoughts and feelings of others. Being empathetic means to step into someone else’s shoes, determining what a person needs and how they feel. Empathy in the workplace promotes teamwork, increases morale, productivity, and loyalty toward their employer, team members, and leader.    Pressley, B.D. (2012, November 16). The importance of empathy in the workplace. Retrieved October 21, 2017, from http://www.sbnonline.com/article/the-importance-of-empathy-in-the-workplace/ | Erica Moore |
| 12. What is the difference between *criticism* and *critique*? | The difference between criticism and critique can be difficult. A critique is an objective review of something where the person conducting the review gives opinions about positive and negative elements. Criticism is the act of only pointing out the negative aspects of something and using it to express disapproval.  Source: https://style.mla.org/2016/10/17/critique-versus-criticize/ | Victoria Davenport |
| 13. Are first impressions important in professional communications? | First impressions have the ability to make or break a business, and a positive experience can create long-lasting business relationships. First impression; for example, the way in which you present yourself and your venture in public, how you communicate with colleagues and clients, and the ways you publicise yourself.  <http://www.talk-business.co.uk/2014/12/03/important-first-impressions-business/> | Janie Melchor |
| 14. How does stress impact communications? | Stress can affect a person’s ability to remain focused and to retain information. People that are stressed at the workplace experience lack of motivation. When communicating with others be stress can affect when you were planning to say and alter the way it comes across.  Source: http://stress.lovetoknow.com/How\_Does\_Stress\_Affect\_People\_at\_Work | Danielle Little |
| 15. Do emotions have a place in the professional environment? | When it comes to having emotions in the workplace, it turns out that this is allowed and from reading the article I see that it is called “emotional intelligence”. The reason that this is called emotional intelligence is because you learn your reactions as it comes to the workplace and situations that’s are presented to you within the workplace.  Huppke, A. R. (2013, January 14). Emotional intelligence should be taken seriously. Retrieved October 23, 2017, from http://articles.chicagotribune.com/2013-01-14/business/ct-biz-0114-work-advice-huppke-20130114\_1\_emotional-intelligence-new-workplace-average-workplace | Tanesha Lynch |
| 16. What is the difference between *persuasion* and simply *getting your way*? | Persuasion is the art of getting someone else to agree with you, and doing so of their own volition. While it still results in the persuader getting their way, the other party gets to become an active part of the decision-making process.  Conger, J.A. (1998, May 15). THE NECESSARY ART OF  PERSUASION. Retrieved October 21, 2017, from  <https://hbr.org/1998/05/the-necessary-art-of-persuasion> | Garrett Reedy |
| 17. How is *coaching* different from *corrective action*? |  |  |
| 18. How important is rehearsal when preparing a presentation? | Rehearsal is extremely important to prepare for a presentation. You should approach presentation preparation in the same manner as preparing written correspondence. Walker offers some great comparisons such as how a rehearsal equates to writing a rough draft and how rehearsals help polish a presentation.  Walker, T.J. (2011, June 7). Should I Rehearse, and For How Long? - Presentation Training. Retrieved from: <https://www.forbes.com/sites/tjwalker/2011/06/07/should-i-rehearse-and-for-how-long-presentation-training/#18b6446b6dbf> | Donald Eads |
| 19. Does social media matter to professional communications? | In my thoughts I believe that social media is a important part of professional communication. Back in the early 90's when social media was not around there was other platforms the was used more commonly like television. While reading the Forbes article something caught my eye, generations often referred to as the millennials embrace their social platforms and that is why 75% of millennials use social media on a weekly basis and 55% are on the platforms multiple times daily. This is why some companies have in braced social media more than others, allowing them to communicate and be more entuned with what's going on with their employees.  Newman, D. (2014, May 20). Social Media Disrupts The Communication Landscape. Retrieved October 23, 2017, from https://www.forbes.com/sites/danielnewman/2014/05/20/social-media-disrupts-the-communication-landscape/#55865aa05d42 | Ranel Holland |
| 20. What is the secret to motivating others? |  |  |
| 21. Why is team building important? |  |  |
| 22. What role does revision play in professional communications? |  |  |
| 23. How important is a professional image? | Your image matters in the workplace. The major reason that one should dress i there proper attire is that it sets a professional image and it also sends the message that the business you work for is professional. It is also important because with the new set of clothing and the more comfortable style it tends to create conflicts, verse being professional in what you wear you steer clear of most of that's conflict. One is also ready if they have to meet a profession business partner or attend a new important meeting where it would make or break a deal. You never know who you will run into and being professional can possible set the stage for future job opportunities. The proper business attire rank so 2nd to communications and being the most important in jobs. things to remember would be to be modest, steer away from casual Fridays, don't fall into the newest fashion trends, be comfortable. The most important thing to remember is that you need to dress for success end first impressions are everything!  Ebersole, Glenn. "*Dress for Success*, *The Importance of Your Workplace Attire*." Reading Eagle.  Readingeagle.com | Kimberly Vollmer |
| 24. Does body language matter? | Body Language matters. It is a very important part of communication. Your body language can affection your relationships, from personal to professional. Your body language can relay a message whether it's good or bad. For example, if you were to go on a blind date, your body language may show if you're interested or not. Maybe a smile or a frown maybe an indication that you may be interested or not. Body language is also important in a professional environment, like customer service. Body language is an important part of your everyday life.  Amos, Julie Ann. “Why Does Body Language Matter .” *Body Language Expert* , www.bodylanguageexpert.co.uk/whycareaboutbodylanguage.html. | Janay Wells |
| 25. What makes someone a good manager? |  |  |
| 26. Is it more important to be *right* or to *get it right*? |  |  |
| 27. Who is responsible for communicating effectively in the professional environment? |  |  |
| 28. How important is a professional network? |  |  |