

Workplace Communication

Directions: Go to www.gcflearnfree.org/jobsuccess. Click blue *Common Workplace Communication* box. Use the 8 pages in the lesson to answer the questions below on your own sheet of paper.

1. What are 3 ways we communicate?
2. Why is positive communication important in the workplace?
3. What are 5 examples of positive workplace communication?
4. When are 4 times workplace communication can be difficult?
5. In the workplace, your conduct should demonstrate _____ and _____.
6. What are 2 things that can affect the way a supervisor communicates?
7. What is a supervisor's primary function?
8. What are 3 things you should do when accepting instruction from your supervisor?
9. What are 3 ways you can explain a problem to your supervisor effectively?
10. What are 4 things you can do when asking for help from a coworker?
11. Name 2 things positive communication promotes.
12. What does criticism focus on?
13. How could you criticize someone so that it doesn't sound negative?
14. Name 4 things helpful critics offer?
15. List 4 things you should do when accepting constructive feedback?