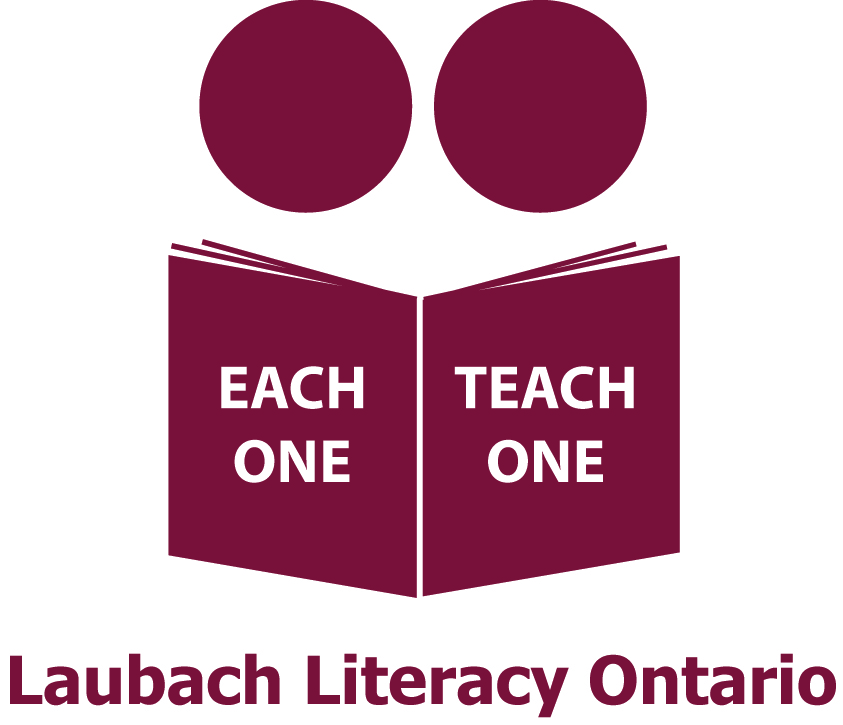
Reading Practical Workplace Communications 2

Instructor Guide



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## Introduction

Communication is an essential component of an effective workplace. Employers use various types of documents to give directives and instructions to employees. Members of a team also use certain documents to help them accomplish a common goal.

In this section you will:

* Read and identify the elements of workplace notices, postings, and memoranda
* Deduce key information from these documents
* Practice writing these types of documents

Note: This section is split into two parts. This lesson is the second part of two in Reading Practical Workplace Communications.

## Part 1: Agendas

Discussion

As a class, have a discussion using the following prompts:

Have you ever attended a meeting you thought was poorly run or ineffective? Why do you think it ran the way it did?

Lesson

* What is it?
  + A meeting outline that includes:
    - Topics to be discussed
    - Roles throughout the meeting (who discusses what issues)
    - A schedule that shows how long each portion of the meeting will take (how long each issue is discussed)
* Where do I find it?
  + It is created by the person chosen to lead the meeting, or by someone else who is designated by said leader
  + This document is typically given out to the meeting's attendees ahead of time
    - This gives the attendees time to prepare points they wish to discuss with the group
  + Sometimes, the agenda is not given out until the start of the meeting
* Why is it important?
  + It helps guide discussions that can lead to real changes
  + It ensures all issues that need to be addressed are given enough time and attention
  + It keeps the group focused and reduces the amount of time wasted at a meeting

Activity

**Activity 1** - The students will answer the following questions in their workbooks (answers in italics).

1. Who is the intended *audience*? *– staff in the Science Department*
2. When does the meeting start? *– 3:45 PM*
3. Where is the meeting going to take place? *– the Science Office*
4. What will Parry be talking about? *– New online grading system*
5. Who will welcome the new staff member? ­*– Mary Broder*
6. How long will the meeting be? *- 45 minutes*

## Part 2: Meeting Minutes

Discussion

As a class, have a discussion using the following prompts:

Have you ever had trouble remembering or understanding what went on at a meeting after the meeting was finished? What might have helped you remember and/or understand?

Lesson

* What is it?
  + A formal document that records important changes and topics discussed or acted upon at a meeting.
  + There is a standard format that is typically followed when writing meeting minutes
    - However, the level of writing (formality) and detail vary, depending on the type of meeting they are recorded for
  + Minutes usually designate a period of time at the end of the meeting to discuss new topics, or topics that did not appear on the agenda
    - This portion is usually titled "New Business"
* Where do I find it?
  + Depending on their contents, they can be:
    - Distributed to those who attended the meeting
    - Posted online or in a public place to inform a larger group of people about the issues/topics discussed or acted upon
* Why is it important?
  + Reading and understanding meeting minutes can help you stay up to date on changes or pending changes within the workplace
  + They allow you to reflect on what happened during a meeting you attended, and clarify anything you did not initially understand
  + You can refer back to meeting minutes during reports or discussions with coworkers and superiors

Activity

**Activity 2** - The students will answer the following questions in their workbooks (answers in italics).

1. Who attended this meeting? *– supervisors at Pricemart*
2. Identify two issues discussed in the meeting.
3. Who is having another meeting on June 17? *– the marketing team and the Head Financial Advisor*
4. How long after the meeting were the minutes made available? *– 2 days*
5. When are employees entitled to a 30-minute break? *– when they work a 5-hour shift*
6. Based on information included in the minutes, how often are supervisor meetings scheduled at Pricemart? *– every 2 weeks, biweekly*

**Activity 3 (Technology Application)** – Have students use word-processing software to design a notice based on the following information:

Company name: Willy Wonka Factory

Meeting attendees: Umpa Lumpas

Date of meeting: December 15, 2015

Items to be discussed and their presenters:

* Boris Bubbles
  + Candy cane production forecasts
  + Preparations for Christmas
* Jeff Jujube
  + Chocolate river flooding precautions
  + Introducing guided tours to the public
* Lindsay Lolly
  + New staff break policy
  + Bubble gum accident, updated safety regulations
* Pat Peppermint
  + New business

Length of the meeting: 2 hours

Date of next meeting: December 22, 2015