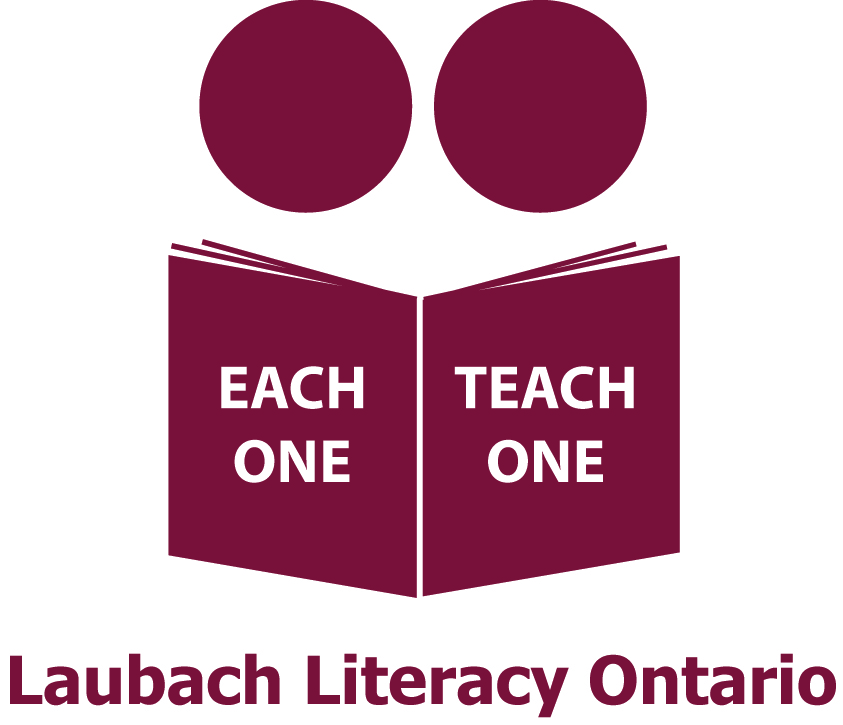
Reading Practical Workplace Communications 1

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 first part of two in Reading Practical Workplace Communications.

## Part 1: Notices/Postings

Discussion

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

Think about the last job you had. Where were documents with work-related information, like notices, posted? Give an example.

If you've never had a job, where else have you seen notices posted?

Lesson

* What is it?
  + A general message,
    - They often contain only a few lines of text
    - They may contain a graphic or image
  + Not addressed to the individual, but rather to a larger group
    - The reader must decide whether or not the information contained in the posting is applicable to them or not
* Where do I find it?
  + Notices or postings are typically posted in a public area, where everyone in the workplace can access the information
    - Bulletin boards, meeting areas, employee lounge, etc.
  + Posting general workplace information in a public place this way is much more common than giving each employee a copy of the document
* Why is it important?
  + Employees are responsible for knowing any information that is contained within notices/postings
  + Developing a habit of checking for new notices/postings will keep you up to date on important events or news within the workplace

Activity

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

1. What is the cause for celebration? *– retirement of Guy Johnson*
2. Who is the intended *audience* of this notice? *– all employees*
3. When is the party? *– February 16, from 7-11 PM*
4. Where is the party? *– the Grand Pacific Ballroom*
5. How long has Guy Johnson worked at Jetson's Jewelers? *– 25 years*
6. Who should employees contact if they wish to attend the party? ­*–Barbara Reese*

## Part 2: Memoranda

Discussion

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

Have you ever received a memo? If so, whom did you receive it from? What information did it contain? Why do you think you received it?

Lesson

* What is it?
  + A form of correspondence limited to employees within the same company or section of a company
  + They are…
    - Usually address a single subject
    - Straight to the point
    - Usually no more than one page long
* Where do I find it?
  + Memos are typically delivered directly to the intended readers
    - They can be delivered as a letter, a handout, an email, etc.
  + In some cases, memos can be posted like a notice, and contain similar features
* Why is it important?
  + Memos can be helpful to you in the workplace because they:
    - Provide you with new information
    - Give updates on services, products, or workplace situations
    - Instruct you on a certain subject
    - Clarify an event, situation, procedure, etc.
  + If you are delivered a memo at work, you are expected to know the information it contains

Activity

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

1. When was the memo written? *– October 7, 2015*
2. Who wrote the memo? *- Sarah Maine*
3. Who is the intended *audience*? *– all employees*

**Use the calendar to answer the next three questions.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
|  |  | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 |  |
| 26 | 27 | 28 | 29 | 30 | 31 |  |

1. On what day of the week was the meeting originally scheduled? ­*- Monday*
2. Circle the new date of the meeting on the calendar.
3. What other change to the meeting should be noted? *– location changed to Board Room A*

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

Company Name: Green Tree Grocery

Event: A staff barbeque

Date: July 21st

Time: 4-9 PM

Location: Terrace Hill Park

Other information:

* Parking is located at north entrance.
* Veggie burgers will be available