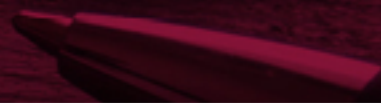




COMMUNICATION

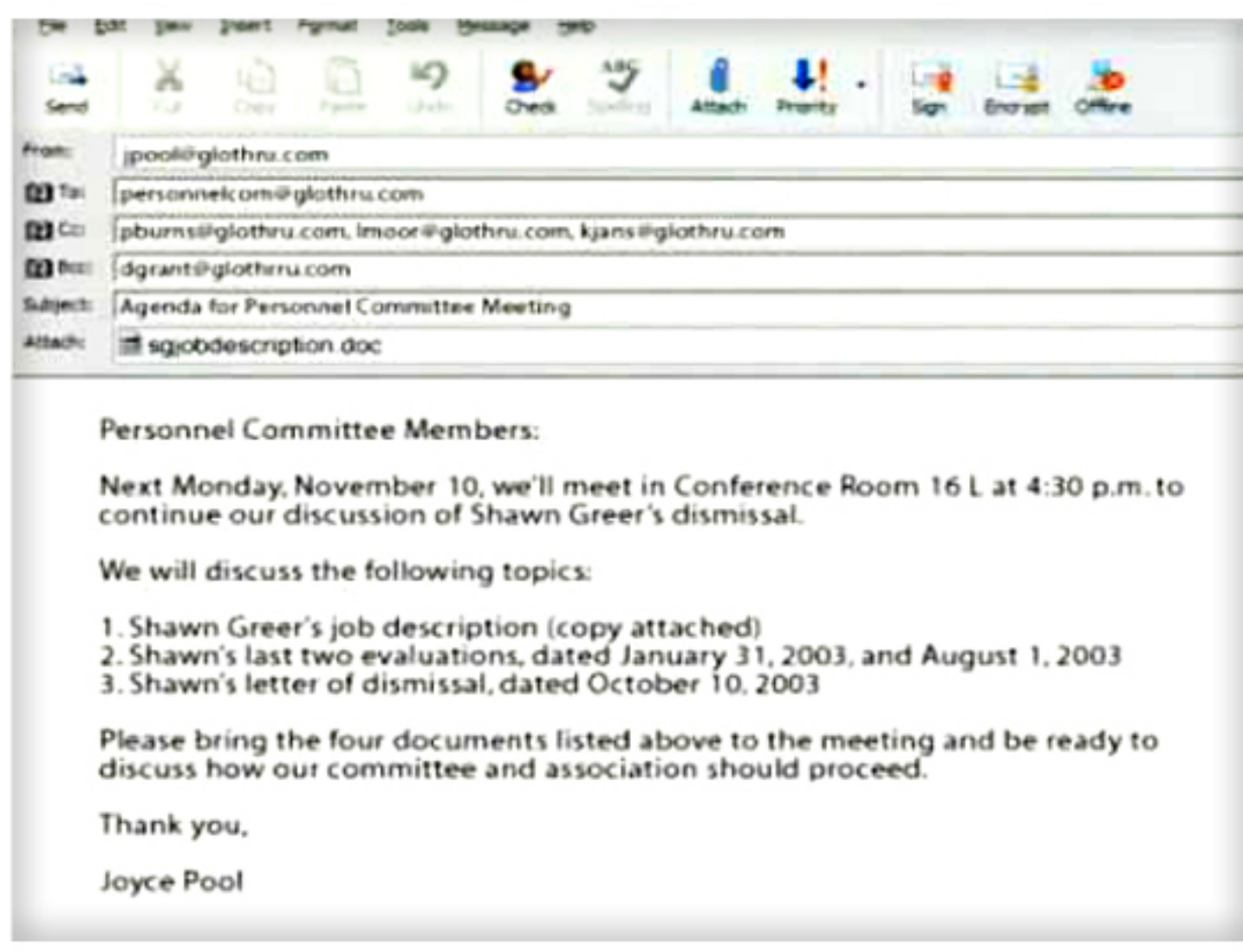


COMMUNICATION

Using the appropriate language when communicate with other people is so important because It will give you interlocutor the idea of what kind of person you are and you will have the expected response according to that kind of language.

To have good communication in your work place, you should also consider that you are speaking in a foreign language so you should be careful with its use, it means common phrases, responses and, in case of phone calls, your pronunciation.

Here you will find some suggestions and common language when writing an email and making a phone call.



Taken from: <http://i.ytimg.com/vi/887bWEduy8I/hqdefault.jpg>

- ★ Pay attention to the title or subject. It will show what your mail is about. It should be specific and short.
- ★ Use an appropriate greeting, remember you are not speaking, and avoid informal words as hi or hello to start your message, the better way to do it is Dear Smith or directly the name of the department. It is quite similar as in the letter you studied on unit two.
- ★ The body of your message should be short and direct to the point.
- ★ Always use a final paragraph to say good bye, you can use sentences like: If you have any questions, do not hesitate to contact me or I look forward to your reply.
- ★ Use closing sentences as:
 - ▷ If you know the person : Yours sincerely or Sincerely yours
 - ▷ If you do not know the person: Yours faithfully or Faithfully yours or Sincerely

- ★ You can use a personalized signature as many mails have this option you can save time using it.

- ★ Be careful with you spelling and grammar.

- ★ Delete old conversations, sometimes this chain confuses people and they cannot get your message

- ★ Avoid these common mistakes:
 - ▷ Emoticons, remember you are at work

 - ▷ Capital letters, writing using only capital letters is rude. And in any case or any reason mix them inside a word like: - heLLo

- ★ Don't answer a message if you are angry or indisposed.

MAKING A PHONE CALL

- ★ First of all say hello in a formal way using the correct greeting
- ★ Be sure the person you are calling is the correct one
- ★ Present the reason why you are calling
- ★ Ask for your request

MAKING A PHONE CALL

★ Common mistakes:

- ▷ Call the wrong person
- ▷ Unknown what people is talking about
- ▷ Lack of information
- ▷ Problems with the signal
- ▷ Wrong tone, speed or kind of language

★ Thanks

★ And say good bye



STRUCTURE FOR PHONE CALLS

★ Before

- ▷ Define goals for your call.
- ▷ Having the necessary information related to the subject matter.

★ During

★ Greetings.

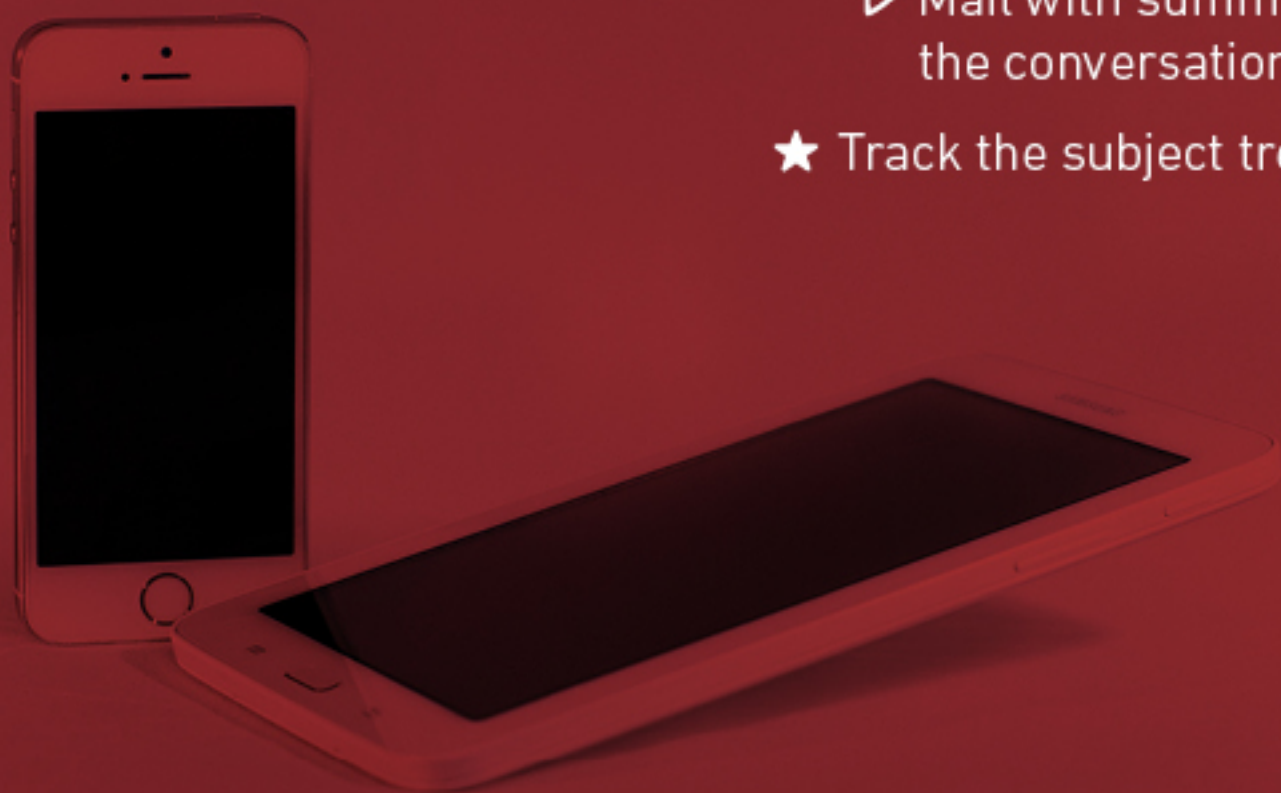
- ▷ Ensure availability.

- ▷ Explain the reason for your call.
- ▷ Define your expectations explicitly.
- ▷ Check for understanding of information received.
- ▷ Make sure you got your goals.
- ▷ Thank.

★ After

- ▷ Mail with summary of the conversation.

★ Track the subject treated.



OTROS RECURSOS

Polite English



Ejemplos y explicaciones para conocer cómo comunicarse a través de los diferentes medios en el lenguaje apropiado

Como escribir un mensaje



Ejemplo y ejercicios sobre la forma de escribir un mensaje formal e informal

Lenguaje telefónico



Lenguaje común para comunicarse a través de un medio telefónico

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