



# Communication and digital skills at work

Age range: 16-19

 **BARCLAYS** | LifeSkills



# Communication scenario 1

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You have been asked to attend a team meeting at head office so you can be given information about a new member of staff.



# Communication scenario 1

You have been asked to attend a team meeting at head office so you can be given information about a new member of staff.

- ✓ Information sharing
- ✓ No response needed
- ✓ Time consuming to meet in-person
- ✓ Alternative: email

## Communication scenario 2

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Your colleague has sent you email asking how you intend to successfully plan the next project with him without it ending in disaster again.



# Communication scenario 2

Your colleague has sent you email asking how you intend to successfully plan the next project with him without it ending in disaster again.

- ✓ Potentially sensitive topic
- ✓ Needs discussion
- ✓ Risk of misinterpretation
- ✓ Alternative: in-person meeting or web conference

# Communication scenario 3

You receive an email with a link to a lengthy document containing the technical information about a new product you will be selling to customers.



# Communication scenario 3

You receive an email with a link to a lengthy document containing the technical information about a new product you will be selling to customers.

- ✓ Complex information
- ✓ No response necessary
- ✓ Risk of not being read
- ✓ Alternative: video demonstrating the new product and documentation

# Communication scenario 4

You write a blog entry about an upcoming training event.



# Communication scenario 4

You write a blog entry about an upcoming training event.

- ✓ Information sharing?
- ✓ Encouraging attendance?
- ✓ Internal or external event?
- ✓ Alternatives: social media or email

# Communication scenario 5

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You receive an instant message from your manager about an interview you recently attended.



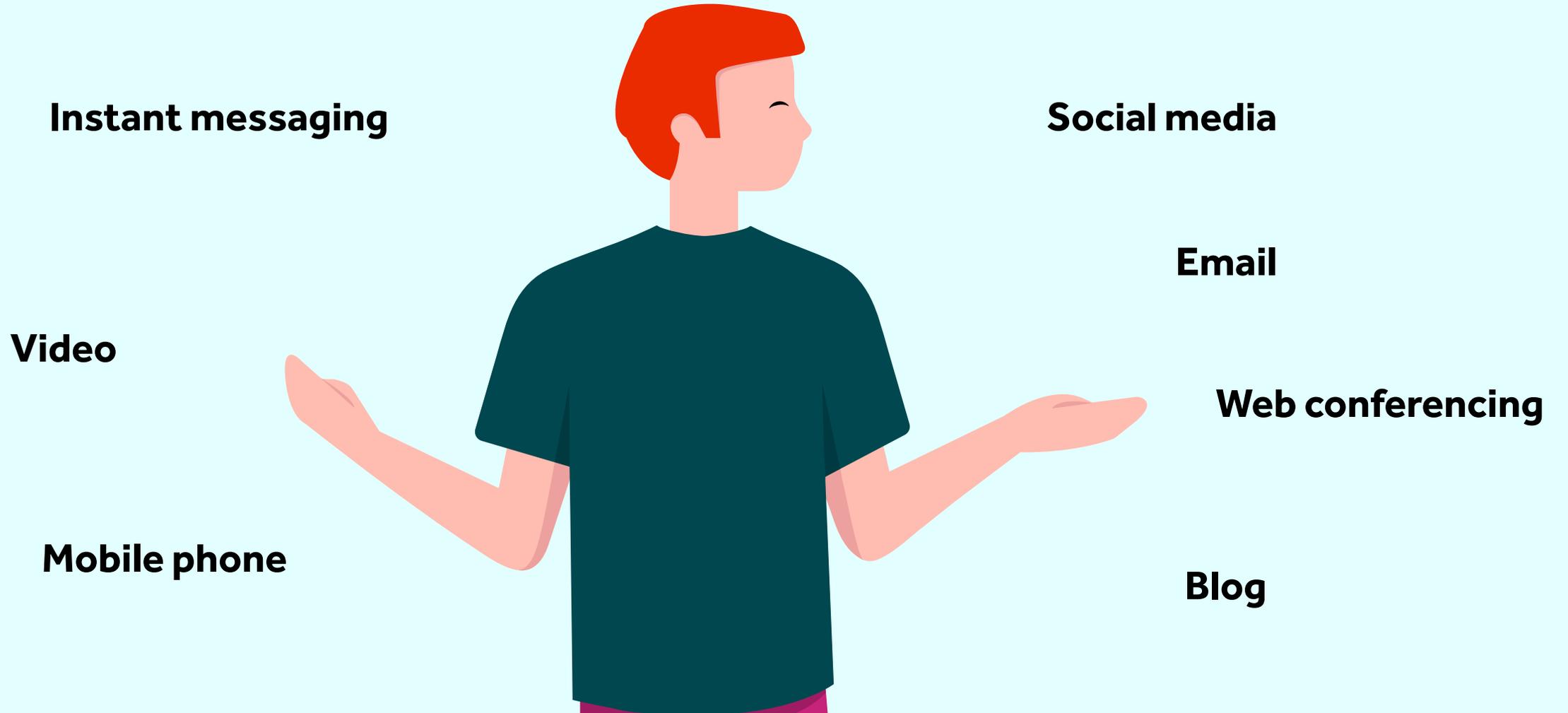
# Communication scenario 5

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You receive an instant message from your manager about an interview you recently attended.

- 
- ✓ Good or bad news?
  - ✓ Alternatives: mobile phone or email

# Communications methods



<b>From:</b>	Kelli Fliss
<b>To:</b>	Me
<b>Subject:</b>	Re: Admin Assistant opportunity (ref: ABC123)

Dear Michael,

I am writing to apply for the above position having read the advertisement on your website.

I believe spending this summer as a Junior Coordinator for the Sanford Festival, along with my eye for detail, makes me well suited to the role. I am available to start immediately.

Many thanks in advance for taking the time to consider my attached CV.

Your sincerely,

Kelli Fliss

# Kelli Fliss Twitter simulation

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Can I send my CV for Admin Assistant (ABC123)? I've an eye for detail and was Junior Coordinator for Sandford Festival. Can start immediately.

# Collaboration

## Collaboration

People working together to create, achieve or produce the same thing. It involves sharing ideas and tasks, co-operation, and having a common goal.

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# Web-based tools

Web-based tools that can be accessed by a number of people at the same time



## Visual ideas

- ✓ Padlet
- ✓ Mural
- ✓ Stormboard
- ✓ Bubbl.us
- ✓ Sticky notes
- ✓ Storyboards
- ✓ Mind maps



## Shared documents

- ✓ Google Docs\*
  - ✓ iWork
  - ✓ Sharepoint
  - ✓ Files
  - ✓ Documents
  - ✓ Spreadsheets
- \*Google Docs is a trademark of Google LLC.



## Web conferencing

- ✓ Skype
- ✓ Webex
- ✓ Adobe Connect real-time video and voice and shared documents

# How could digital tools be used?

A business development team in the construction industry is collaborating over a 5-year plan.

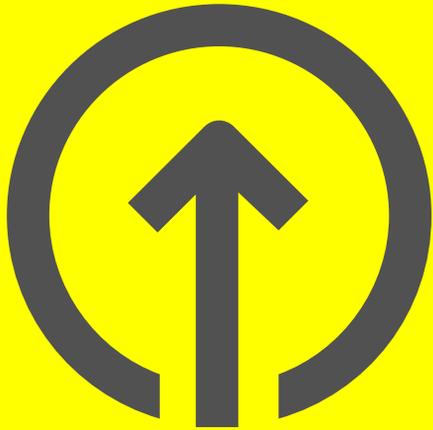
- ✓ Capture ideas for new markets:  
Ideas board on Padlet
- ✓ Discuss why the success rates have fallen: Web-conference using Webex
- ✓ Contribute to a written report:  
Word document shared through  
Googledocs

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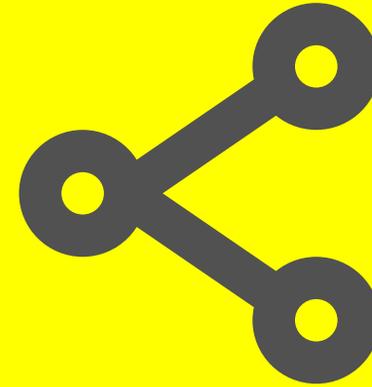
# Shared document platforms

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## Building

- ✓ PowerPoint file accessed through shared document platform e.g. Google Docs
  - ✓ Web-conferencing: Skype, Webex, Adobe Connect



## Sharing

- ✓ Email attachment
- ✓ Website and social media

# Web based tools designed to create and share slide format presentations

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Reading and editing can be open or restricted.



\*Google Slides is a trademark of Google LLC.

## Collaboratively building a presentation

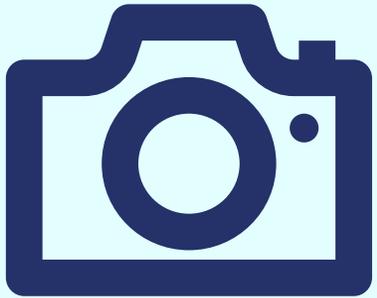
An architect, construction manager and surveyor updating the local community about a new housing development their company is building

- ✓ Capture ideas for the presentation: Mural
- ✓ Build a slide-format presentation: Slideshare
- ✓ Publish the presentation on company's website
- ✓ Share link though social media
- ✓ Present to local residents: Skype

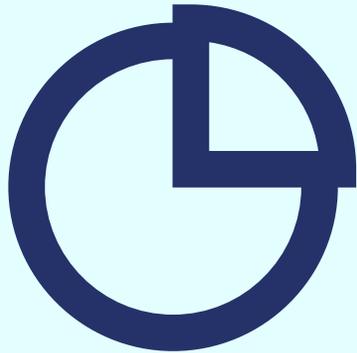


# Creating content

Make your content clear, professional and visually engaging. You can use:



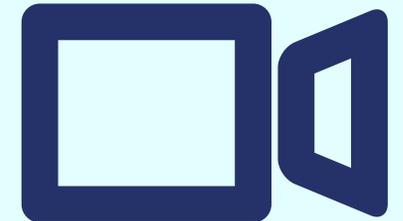
**Images**  
(illustration, photos)



**Charts/graphs**



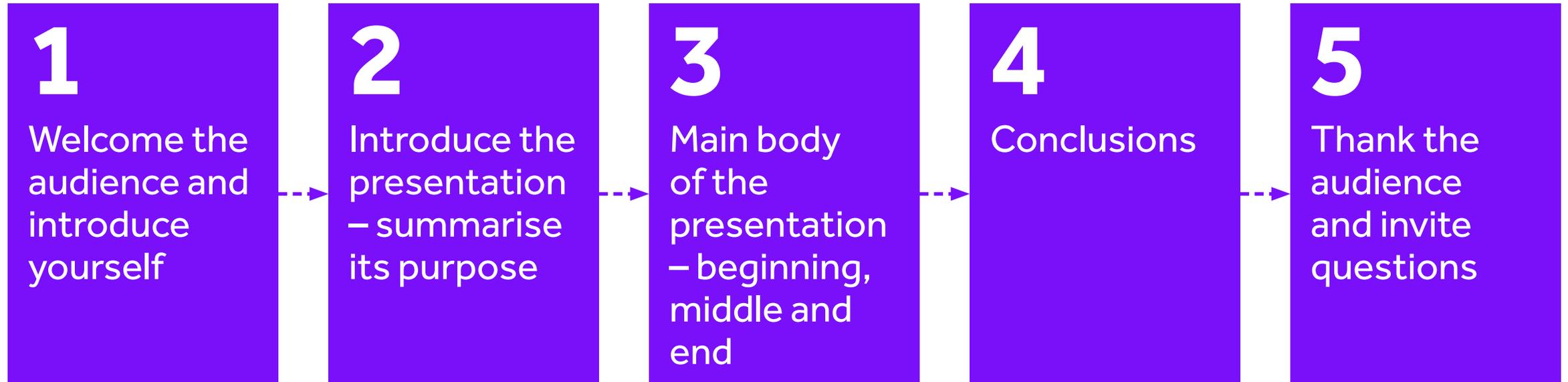
**Infographics**



**Videos**

# Creating content

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## Audience interaction

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- ✓ Live polling
- ✓ Crowdsourcing questions
- ✓ Contributing ideas
- ✓ Slido
- ✓ Vevox
- ✓ Hypersay
- ✓ Meeting Pulse,
- ✓ Social media e.g. Twitter #

# An AgriFoodTech presentation to 200 farmers

- ✓ Respond to a poll about the use of drones in crop management
- ✓ Ask questions they would like a panel of experts to answer
- ✓ Vote on the venue for next year's conference

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## Scenario

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Your team manager has asked you to make a presentation to your colleagues about: how we will create and build presentations collaboratively and the benefits it will bring to our team

### Task

- ✓ Collaboratively create the content
- ✓ Collaboratively build the presentation
- ✓ Share the presentation with your colleagues
- ✓ Involve your audience

# Top tips for digital presentations using web conferencing

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- ✓ Circulate dial-in details and slides in advance
- ✓ Test the conference line before the start
- ✓ Introduce yourself
- ✓ Invite others to introduce themselves
- ✓ Check everyone received your slides
- ✓ State the aim of the presentation
- ✓ Explain when you will answer questions (throughout or at the end)
- ✓ Mute noisy backgrounds
- ✓ Verbally reference slides numbers as you present
- ✓ Summarise the presentation at the end
- ✓ Clearly state any subsequent actions
- ✓ Send a thank you email afterwards with a recap of actions