



Communication and digital skills at work

Age range: 16-19

 **BARCLAYS** | LifeSkills



Communication scenario 1

2

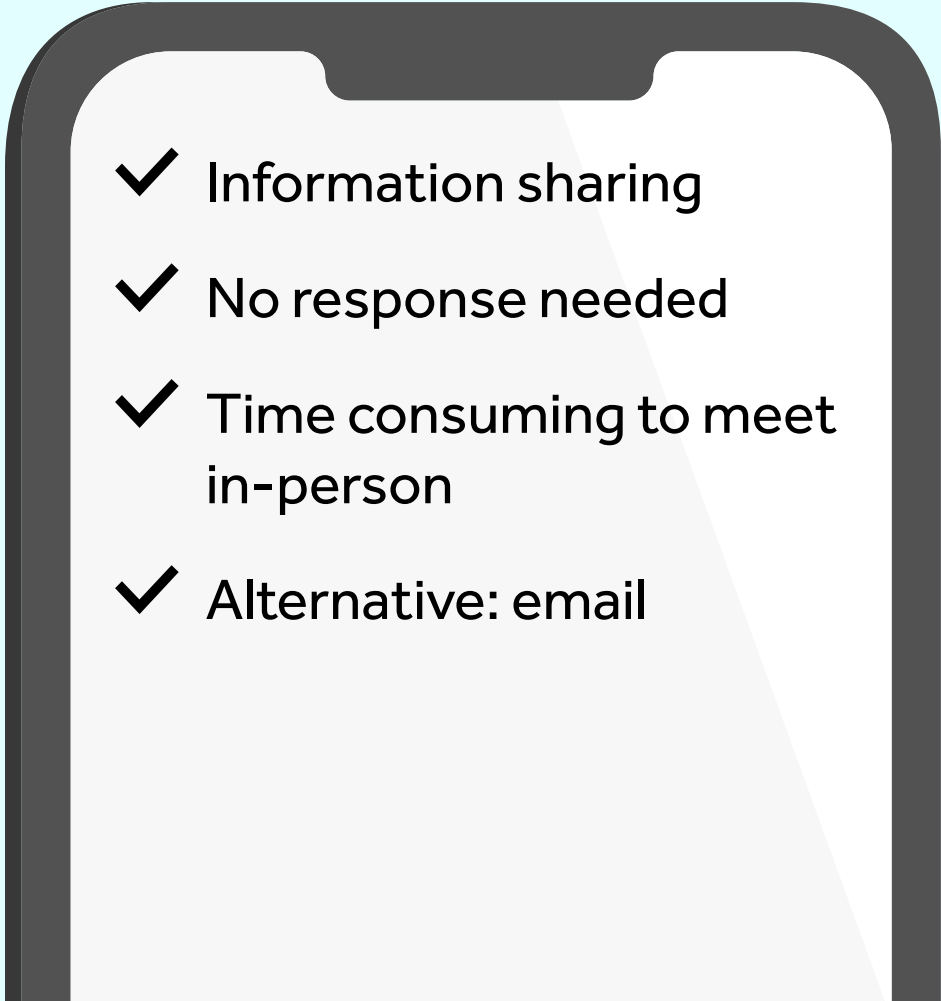
You have been asked to attend a team meeting at head office so you can be given information about a new member of staff.



Communication scenario 1

3

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

4


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

5

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

6

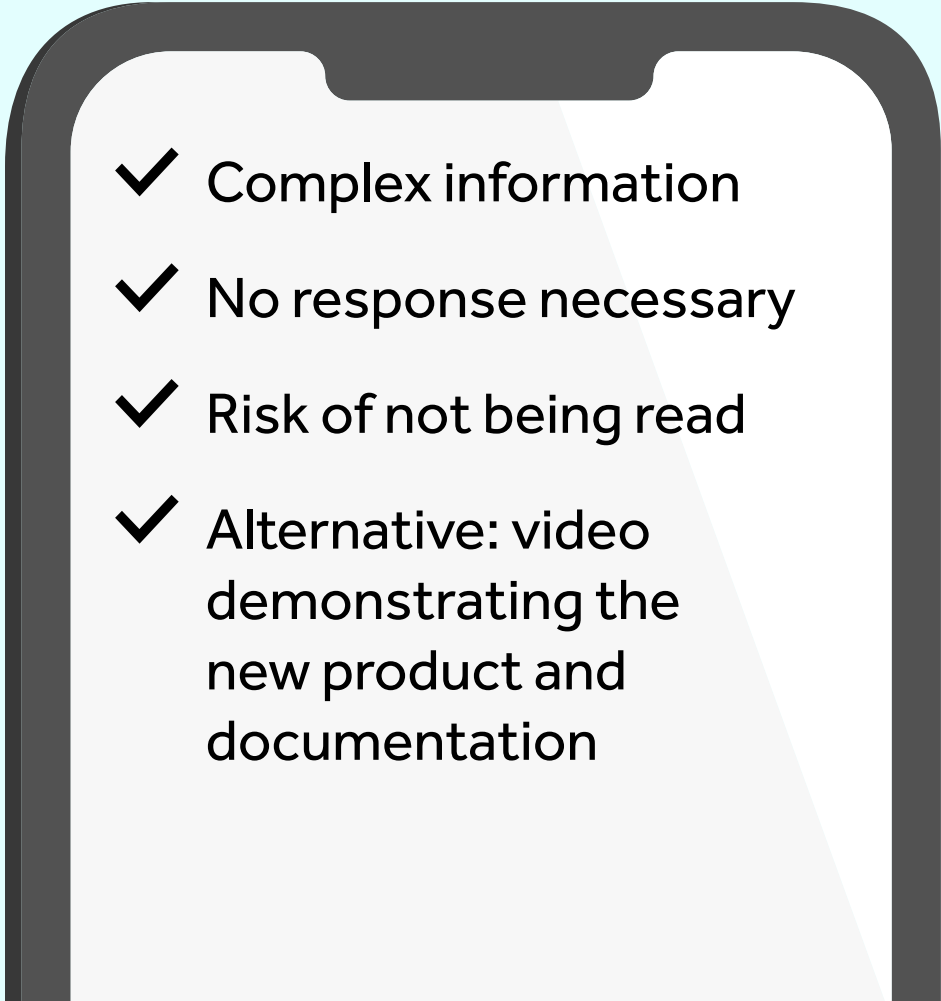
You receive an email with a link to a lengthy document containing the technical information about a new product you will be selling to customers.



Communication scenario 3

7

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

8


You write a blog entry about an upcoming training event.



Communication scenario 4

9

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

10

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



Communication scenario 5

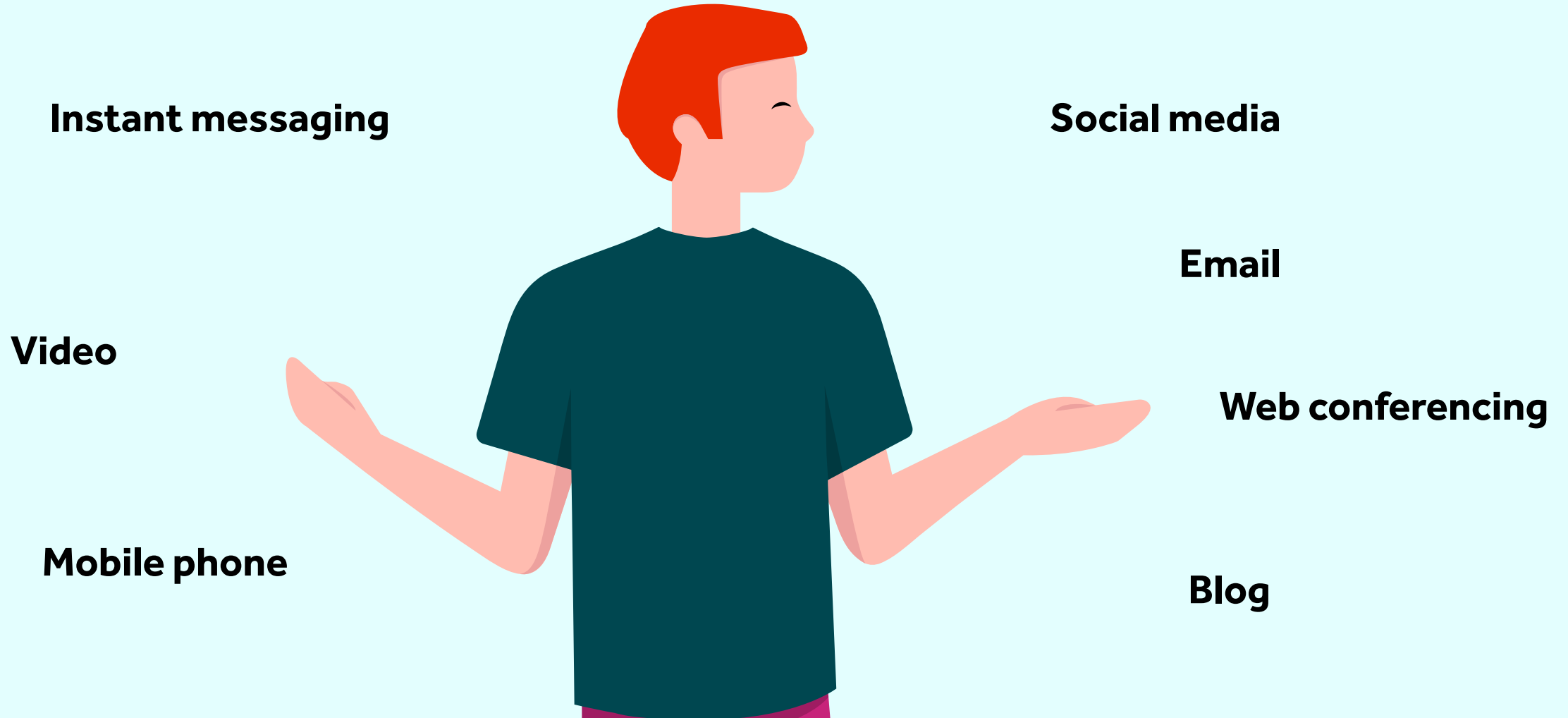
11

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



Communications methods

12



From:	Kelli Fliss
To:	Me
Subject:	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

14

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.

15



Web-based tools

16

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



17

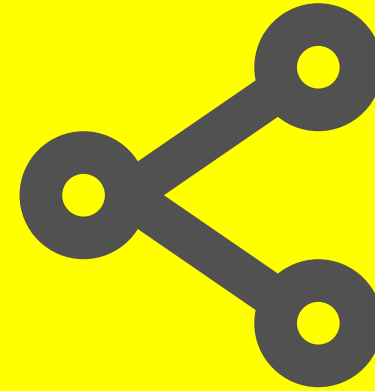
Shared document platforms

18



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

19

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

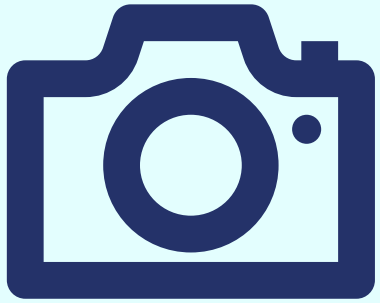
- ✓ Capture ideas for the presentation: Mural
- ✓ Build a slide-format presentation: Slideshare
- ✓ Publish the presentation on company's website
- ✓ Share link though social media
- ✓ Present to local residents: Skype



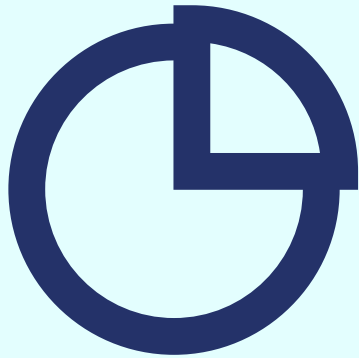
Creating content

21

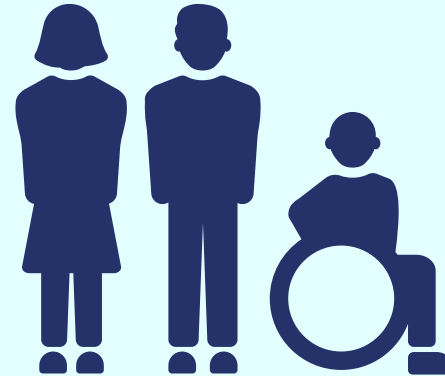
Make your content clear, professional and visually engaging. You can use:



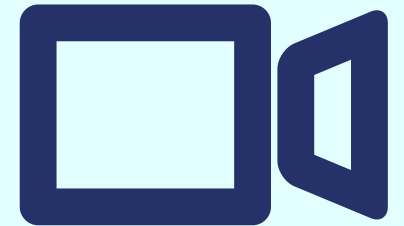
Images
(illustration, photos)



Charts/graphs



Infographics

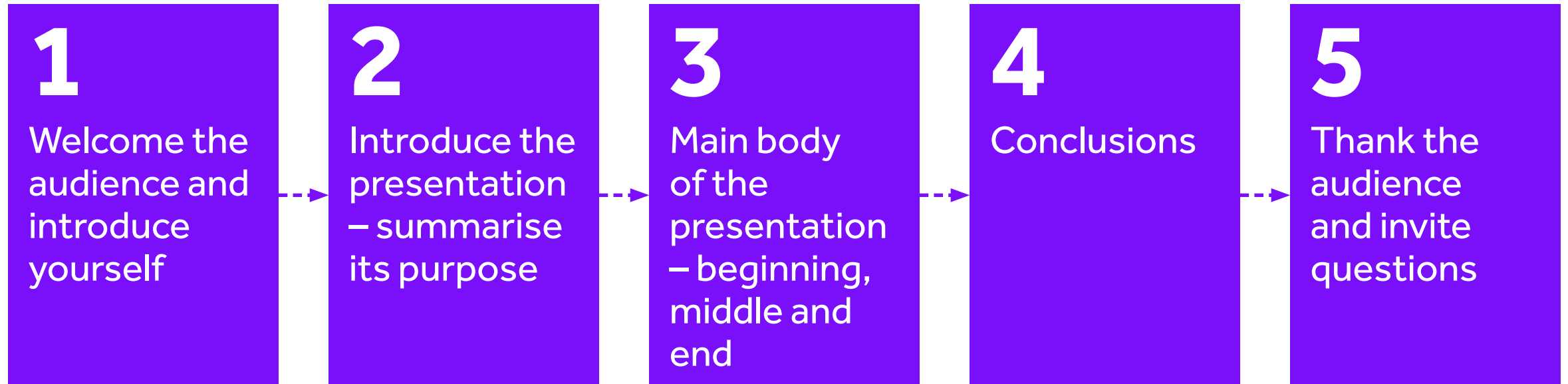


Videos

Creating content

22

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





Audience interaction

23

- ✓ 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

24





Scenario

25

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

26

- ✓ 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