

Snow Packet # 6

Read the article below and complete the "Action" Section. You may complete this action steps by using any of the following: Microsoft Office 365 online and share it with me, attach it to a message in LiveGrades or email in Office 365, or by paper and return it however you are instructed to by School Messenger.

2 to Complete

Career Headlines



Career Solutions
Publishing

Monday, January 6, 2020

Communicating Verbally - "Please" and "Thank You"

As a child, you may have read, Richard Scarry's *Please and Thank You* book that describes why these three words are important in daily life. While the book was written for children, its message applies to communicating at work.

Say "Please" and "Thank you."

"Please" and "Thank you" signal your good manners on the job. They identify you as a professional who knows how to build relationships by showing appreciation.

With "Please," a request will be viewed in a more positive way. By not being generous with "Thank you," you appear rude. You are unlikely to leave a good impression with your boss and coworkers if you avoid saying "Please" and "Thank You."

What are other powerful words and terms?

"Sorry" or "I'm sorry" are power terms that show you are confident enough in your ability to accept accountability. "I was wrong" is similar to "I'm sorry." It's the willingness to swallow personal pride and own up to being mistaken. Failing to say "I'm sorry," leaves a perception of immaturity.

Avoid these power words.

Negative words are powerful, too, but you do not want to be known for them. Because they imply a problem, you should avoid common negative words and phrases:

"Unfortunately" "I am unable" "We can't" "Too busy" - "No" "Obstacle"

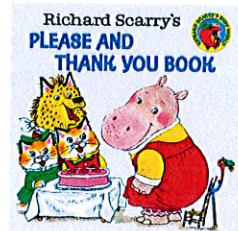
Even neutral words, not intended to be negative, cause problems when used the wrong way. For example, while "you" is an excellent word to point out another person's good points, "you" becomes a negative when it is used to imply that another person is wrong.

"You didn't tell me" "You told me to" "You don't understand" "Let me explain to you"

Do the twist!

You can express a negative thought by making a positive twist. For instance, instead of saying "We can't do that," say "Can we try this?" Instead of a negative, "That's not a good idea," say "Let's look at our alternatives."

Action: Assume a coworker asks you to help him meet a deadline, and your fast response is, "Unfortunately, I can't help because I'm too busy." Turn these negative power words into positive words.



Anyone Can Write

Many strategies and skills can help you become a better writer, but if you follow four basic guidelines, you're guaranteed to write more effectively. The four are easy to remember:

Guideline 1 - Purpose. Be clear on the major purpose of each of your paragraphs. Revise and revise until you can state the purpose simply and clearly. See the underlined purpose in the paragraph below.

In my job as a child care worker, I assist the children with their arts and crafts activities. Two of the children, Eliza and Mark, frequently become emotional when their craft doesn't look the way they want and they give up. Ms. Watson, the lead teacher asked me to observe the children carefully and suggest what will encourage them to finish their craft.



Guideline 2 - Intended audience. Know who will read the document and write to their level of understanding. In the paragraph above, child care teachers and other child care workers will read your suggestions.

Guideline 3 - Clarity and coherence. To make clear and logical points, write simply and avoid extra words that aren't needed for the meaning of a sentence. Focus your writing on the central purpose. See the underline below that speaks to the purpose of the paragraph.

Eliza and Mark appear to be perfectionists who don't like to make mistakes. I note that they think about their craft for several minutes before starting to work. Therefore, many of the other children finish their craft faster, which makes Eliza and Mark feel they are too slow. They are prone to crying. I suggest that I, or another child care assistant, review the craft pieces with Eliza and Mark before they start gluing and pasting, so the craft is easier to finish in time.

Guideline 4 - Revise and edit. Good writing is not something that happens with the first draft. Experienced writers value quality over speed. They spend more time revising and editing than inexperienced writers. A document is considered well written when the reader is not distracted by sloppy language, misspelled words, typos, and incorrect grammar. The child care worker's document has been revised and edited to reflect good writing.

Action: For the example below, write a paragraph to Mr. Oerbeck. Underline the sentence that clearly and logically clarifies and expands the purpose.

Mr. Oerbeck's snow blower is due for delivery in three days, but it has not arrived at your store yet. A big snow storm is expected next week, and you must explain to this customer why the blower may not arrive before the storm.