

Communication Dos and Don'ts

Directions:

1. Using the Internet, library or any other available resources, research effective communication techniques in customer service and for communicating with coworkers and managers.
2. Make sure to locate information on the following communication methods:
 - Verbal (conversations, letters, etc.)
 - Nonverbal (facial expressions, body movements, eye contact, etc.)
 - Digital (e-mails, instant messengers, etc.)
3. Create a dos and don'ts checklist on a poster detailing your findings. Posters should contain:
 - A heading
 - At least 10 different dos and don'ts
 - A creative design
4. Attach a citation sheet listing all sources used.
5. Share your checklist with the class.