

Workplace Communication

Build trust through clear, respectful and timely communication.

1 Context	WHY THIS MATTERS Communication is one of the most valued employability skills. It affects how others experience your reliability, confidence and professionalism.	A SIMPLE PATHWAY → Listen actively → Clarify expectations → Write clearly → Provide updates → Ask good questions → Follow up	KEY TAKEAWAYS ■ Listen actively before responding. ■ Write clear, professional emails with a purpose. ■ Ask questions when expectations are unclear. ■ Keep managers updated on progress and any blockers.
2 Insight	EMPLOYER INSIGHT Strong communicators make work easier for everyone. They reduce confusion and keep people informed without being asked.		TOP TIP When in doubt, ask for clarification. It is always better to ask than to assume and deliver the wrong thing.
3 Action	WHAT TO DO ✓ Confirm deadlines and priorities upfront. ✓ Use professional greetings and sign-offs in emails. ✓ Summarise agreed actions after meetings. ✓ Adapt your tone and style to your audience.	WHAT TO AVOID ■ Ignoring emails or messages. ■ Using overly casual language in a professional setting. ■ Making assumptions about deadlines or expectations. ■ Interrupting or talking over others in meetings.	QUICK CHECKLIST ■ Emails clear and professional ■ Priorities confirmed ■ Updates provided proactively ■ Questions asked early ■ Actions followed up
REFLECTION Where could clearer communication reduce confusion in your work or study this week?			
YOUHIVE TIP	Good communication is one of the top skills employers report as missing in early-career candidates. Make it your edge.		