

CFM CAREER MANAGEMENT: CM.6–CM.8

Communicating Professionally with Digital Workplace Tools

Detailed practice, calculation, decision-making, and assessment

GRADES 9-12	TIME 2 x 42 min	GROUPING I / pairs / whole	PRODUCT Protocol
YOUR CHALLENGE Select appropriate communication channels, write clear messages, protect information, and verify AI-assisted or automated workplace content.			

New York CFM Connections: Lifelong Learning, Leadership and Ethics, and Business Communications

Workplace communication now moves through email, messaging, video meetings, shared documents, and automated tools. Career-ready employees match the channel to the purpose, write for the audience, protect confidential information, confirm responsibilities, and verify content before sending.

Term	Student-friendly meaning
Communication channel	A method used to exchange information, such as email, chat, call, or meeting.
Audience	The person or group for whom a message is intended.
Netiquette	Professional and respectful behavior in digital communication.
Confidential information	Information that should be accessed or shared only as authorized.
Version control	A method for tracking and managing document changes.
Verification	Checking accuracy, source, authorization, and completeness before use.
CLASSROOM USE All people, employers, figures, brackets, and documents in this packet are fictional. Never place a real Social Security number, employer ID, bank number, or tax document in classroom work.	

Part 1 - Choose the Right Communication Channel

Select a channel for six workplace needs.

Situation	Best first channel	Why	Follow-up/documentation
Urgent safety hazard			
Routine schedule question			
Complex team disagreement			
Customer order confirmation			
Confidential personnel concern			
Shared-file revision			

Urgency, complexity, privacy, audience, and need for a record should guide the choice.

Part 2 - Repair a Confusing Workplace Email

Original: “Hey everyone stuff changed. Fix the file ASAP and tell the client.”

Email element	Improved content
Subject	
Purpose	
Specific changes	
Owner	
Deadline	
Quality check	
Client communication	
Closing	

Do not promise that a change is complete before it is verified.

Part 3 - Plan and Document a Short Digital Meeting

Prepare a 12-minute meeting about a missed project milestone.

Time	Agenda item	Leader action	Decision/output
0-2			
2-5			
5-9			
9-12			

Include pre-read, participation, decision, action owner, deadline, and written recap.

Part 4 - Verify AI-Assisted or Automated Content

A writing tool produces a customer email containing an invented delivery date and a customer account number copied into the draft.

Check	Problem found	Verification/correction	Who approves
Accuracy			
Privacy			
Tone			
Policy			
Bias/accessibility			
Final authorization			

Never enter protected information into an unapproved tool. Human review remains required.

Part 5 - Create a Team Communication Protocol

Design rules for channels, response expectations, files, privacy, meetings, and escalation.

Protocol element	Team rule	Reason
Urgent issues		
Routine questions		
File naming/version		
Confidential information		
Meeting decisions		
Response expectations		
Accessibility		
Escalation		

Write a 150–200 word rationale connecting the protocol to productivity and trust.