

CAREER READINESS

Workplace Communication

Detailed practice, evidence, revision, and assessment

GRADES 9-12	TIME 2 x 42 min	GROUPING I / pairs / whole	PRODUCT Communication playbook
YOUR CHALLENGE Respond to six workplace communication cases involving instructions, feedback, conflict, boundaries, mistakes, and escalation. Select the right channel, write exact words, document facts, and protect safety and respect.			

Core Tools

Tool	Use
Listen and paraphrase	Confirm what you heard before acting.
Clarify	Ask focused questions about task, standard, deadline, or authority.
I-statement	Describe observation, impact, and request without assigning motive.
Closed-loop confirmation	Repeat owner, action, deadline, and completion.
Document facts	Record dates, tasks, decisions, and follow-up without emotional labels.
Escalate appropriately	Seek supervisor/help when safety, harassment, ethics, or authority exceeds your role.

Warm-Up

What is the difference between avoiding conflict and handling conflict professionally?

Part 1 - Channel Decision

Situation	Best first channel	Why	Follow-up/documentation
Routine schedule clarification			
Immediate safety hazard			
Complex feedback on a draft			
Possible harassment/discrimination			
Simple shift-swap request			
Payroll discrepancy			

Part 2 - Clarify Instructions

Supervisor says: “Fix the inventory sheet and send it soon.” Write four questions that clarify scope, accuracy standard, deadline, and file location/recipient.

Write a closed-loop confirmation message after the supervisor answers.

Part 3 - Six Communication Cases

Feedback

A coworker says your event setup is confusing in front of others.

Goal: _____ Best channel: _____

Exact words I would use:

Follow-up/documentation/escalation:

Missed deadline

You realize a task will be two hours late.

Goal: _____ Best channel: _____

Exact words I would use:

Follow-up/documentation/escalation:

Boundary

A coworker repeatedly asks you to complete their assigned closing task.

Goal: _____ Best channel: _____

Exact words I would use:

Follow-up/documentation/escalation:

Mistake

You sent an outdated file to three teammates.

Goal: _____ Best channel: _____

Exact words I would use:

Follow-up/documentation/escalation:

Conflict

Two coworkers give you contradictory instructions.

Goal: _____ Best channel: _____

Exact words I would use:

Follow-up/documentation/escalation:

Escalation

You hear a discriminatory comment directed at a coworker.

Goal: _____ Best channel: _____

Exact words I would use:

Follow-up/documentation/escalation:

Part 4 - Fact vs. Interpretation

Statement	Fact, interpretation, or accusation?	Professional factual revision
Jordan ignored me.		
The file was due at 2:00 and arrived at 3:15.		
My manager is unfair.		
I received two different deadlines in messages dated Monday and Tuesday.		
They always try to make me look bad.		

Part 5 - Communication Playbook

Situation I may face	Early signal	First response	When/where to seek help
Unclear instructions			
Constructive feedback			
Mistake/delay			
Boundary issue			
Safety/harassment/ethics			

Reflection

Which communication tool is hardest for you? Identify one low-risk setting where you can practice it and one sign of improvement.
