

The Intern Project

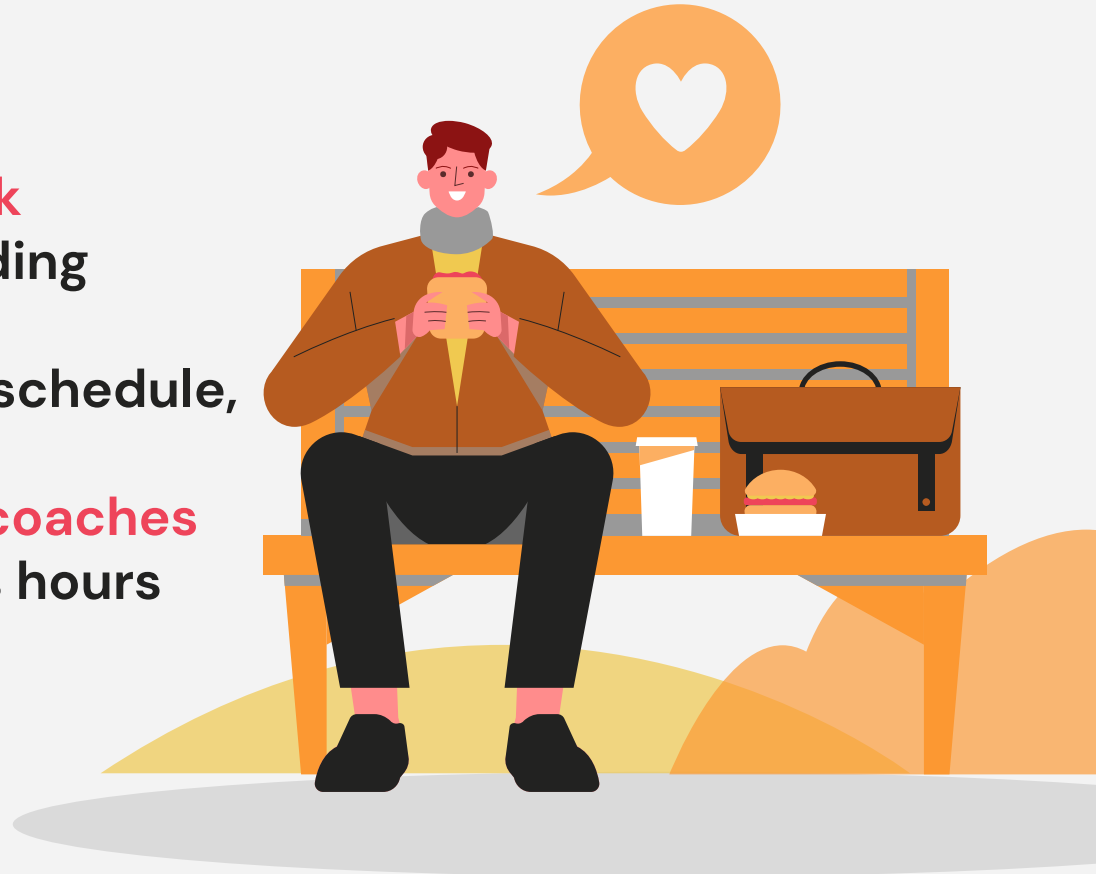
Professional Communication

BE SEEN & HEARD AS
YOUR TIP-TOP SELF



Reminders

1. **Complete your paperwork**
 - a. LATTC forms, onboarding
2. **Use your resources**
 - a. TIP Website, student schedule, checklist
3. **Communicate with your coaches**
 - a. Email during business hours





TIP-TOP OBJECTIVES

<u>#1</u>	Own your professionalism
<u>#2</u>	Different forms of communication
<u>#3</u>	How to utilize each form effectively
<u>#4</u>	Learn how to manage your communication



Professionalism



01

“The competence or skill expected of a professional”

02

“Being able to bring your genuine, authentic self to work while maintaining professional relationships”

01

Professional Communication



Verbal Communication



- Be Prepared
- Express yourself confidently
 - Make eye contact
- Read the room
- Know your audience
 - Choose your words wisely
- Active Listening
- Ask questions for clarification
- Avoid distractions

Be Mindful of Audience/ Space

Communication

Oversharing , listening



Feelings

Empathy, compassion



Relationships

Understand you're developing relationships with new colleagues



Connection

Think TWICE about T.M.I



Professionalism 101: Boundaries

- Don't overshare
- Be mindful of WHEN you send emails, text messages
- General business hours: 9am-5pm



Be Concise, Coherent, Clear



DO:

- Think before you speak
- Reread before sending messages
- Make clear and concise statements, especially when asking for support



DON'T:

- Be afraid of asking questions
- Make assumptions



Active Listening



- Hearing vs. Listening
- Listener takes an active role to understand the context and feeling of what is being said
- Non verbal cues let the listener know we are listening
- Why might using nonverbal cues be important for the person speaking?

Check for Clarity

- **ALWAYS** ask questions if you don't know something
 - FIRST try working on finding the answer yourself as well
 - Ask your supervisor, co-worker, or staff member
- **VICE VERSA**
 - If you are unsure if your point is hitting the mark
 - Ask for clarification
- **We know you don't want to let your colleagues/ team down, but it's important that you let them know what you know you can do vs. can't do so they can match your needs**



Talking Tip: Confidence



Greet folks!

Don't be afraid to say
hello



Be Confident

You don't have to wait to
introduce yourself first

First Impression

It matters! Work on
your introduction

Smile

Eye contact and be
warm

Avoid Distractions



Setting Boundaries

With family/ friends/ co-workers

Having conversations with others

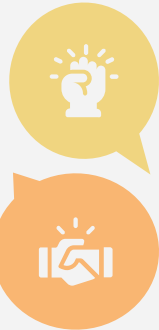
Social Media

Limit the usage

Set aside time to check social media

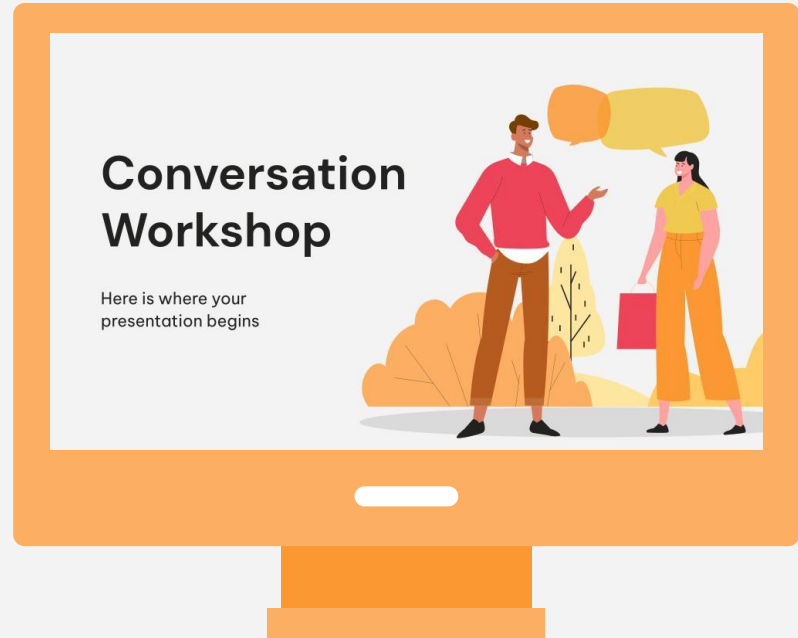
Avoid Looking at Your Phone

Respond to calls only if they are an emergency



Video Communication Tips

1. Camera should always be on!
2. Wear presentable clothing.
3. Prepare at least 5 minutes in advance.
4. Mute yourself when not speaking.
5. **DO NOT PRIVATE CHAT SOMETHING YOU WOULDN'T FEEL COMFORTABLE YOUR BOSS READING.**





Tips for Phone Conversations

<p>Smile as you greet someone.</p>	<p>Be aware of how you sound.</p>	<p>Create a positive impression</p>
<ul style="list-style-type: none">• Be sincere• Say hello• Be genuine	<ul style="list-style-type: none">• How you're feeling comes off as the tone you set	<ul style="list-style-type: none">• Thank the person for their time. Think ahead in case of follow-up.



Phone 101

Contact Info

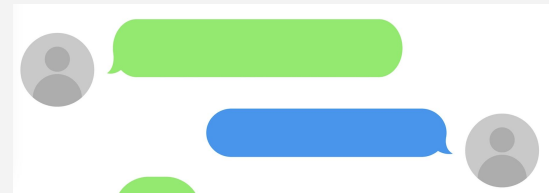
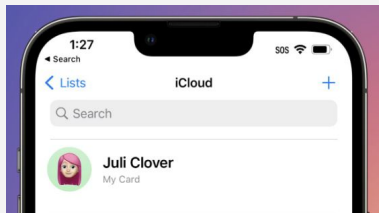
- Name
- Picture
- Email

Voicemail

- Keep it professional or keep it to standard option
- Listen to them and call back

Texting

- Dnt snd m3ssages lYke this





What's Wrong With This?

Subject: Question

Sungjoon Kim <sk8rboiil24@gmail.com>

Sun, Jun 14, 2018 at 2:43 AM

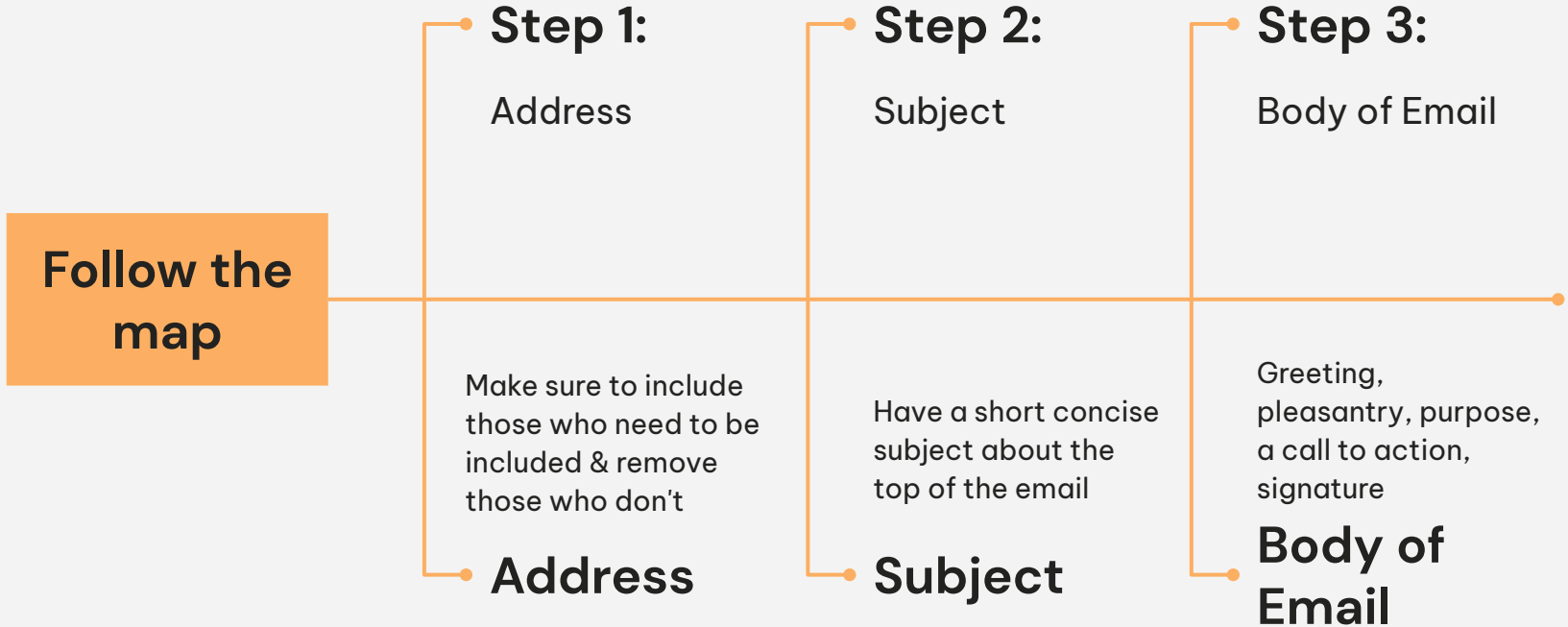
To: Maria Supervisor <maria.supervisor@fancycompany.com>

Hey. I know my schedule is monday, Tuesday, Wednesday from 9am-3pm, but it turns out I need to be at school for a class next Wednesday and the Wednesday after all day. Its a class that all of the seniors have to take about getting ready for senior year and how to apply for collages and all of the paperwork we need before the start of the year. I don't really want to go but it's a graduation requirement. We'll probably just be sitting all day listening to the teachers talk and I would definitely rather be here, but I have to go lol Sorry about that! Please don't fire me <3

Sent from iPhone



How to Write an Email



How to Write an Email EXAMPLE

To **AR** Alexander Rincon ✕

Cc **LA** Leslie Aaronson ✕

Bcc **GP** Gustavo Padilla ✕

The Intern Project Application Question

Hi,

I hope you are well. I'm Alex Rincon, a student applying to the Intern Project. I was wondering how I can answer the short personal response question in the application?

- Prompt 2: Discuss an accomplishment, event, or realization that sparked a period of personal growth and a new understanding of yourself or others.

If you can please provide any support for this question, I would really appreciate it. Feel free to email or reach me at AlexanderR@lapromisefund.org

Best,

Alexander Rincon
Pronouns: He, Him, His
Career Pathway Connection Associate Director
LA Promise Fund



Email Tips

- Professional Email | School Email
- Email contact picture
- When in doubt, ask for help.



Flor Romero
flor.rmr@gmail.com

[Manage your Google Account](#)





Be Mindful of What You Write On Communication Platforms

Social Media

- Posting at work
- Posting about work
- Posting details about co-workers

Emails

Communication

Email Calendar + Invites



The screenshot shows the Microsoft Outlook calendar interface for May 2023. The interface includes a top navigation bar with 'Calendar', 'Today', navigation arrows, 'May 2023', search, help, settings, and 'Mont' (Monday). On the left, there is a 'Create' button, a monthly calendar view for May 2023, a 'Search for people' field, and a list of 'My calendars' (Flor Romero, Birthdays, Tasks) and 'Other calendars'. The main calendar grid shows events: '10:30am Flor <-> E' on Tuesday, May 2; 'Happy birthday!' on Wednesday, May 17; and '7:15pm Reservati' on Thursday, May 18.

SUN	MON	TUE	WED	THU	FRI
30	May 1	2 10:30am Flor <-> E	3	4	5
7	8	9	10	11	12
14	15	16	17 Happy birthday!	18 7:15pm Reservati	19
21	22	23	24	25	26

- What is a calendar invite?
- Walk-through



Questions

