

# The Intern Project

## Professional Communication

BE SEEN & HEARD AS  
YOUR TIP-TOP SELF





# TIP-TOP OBJECTIVES

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

# Professional Communication Activity



**Read each of the following statements to yourself. Once you are done reading, try to find a way to rephrase the statements where they sound more appropriate and professional. Write down your revised statements in the space provided.**



# Professional Communication Activity



**Statement #1:**

**Dear boss, I can not go to work Monday, bye.**



# Professional Communication Activity



## Statement #2:

**I do not agree with your idea of the project, but thanks for sharing.**





# Be Mindful of Audience/ Space

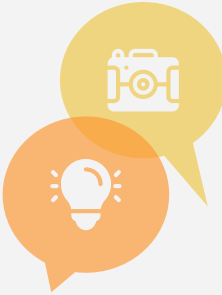
## Communication

Oversharing , listening



## Feelings

Empathy, compassion



## Relationships

Understand you're developing relationships with new colleagues



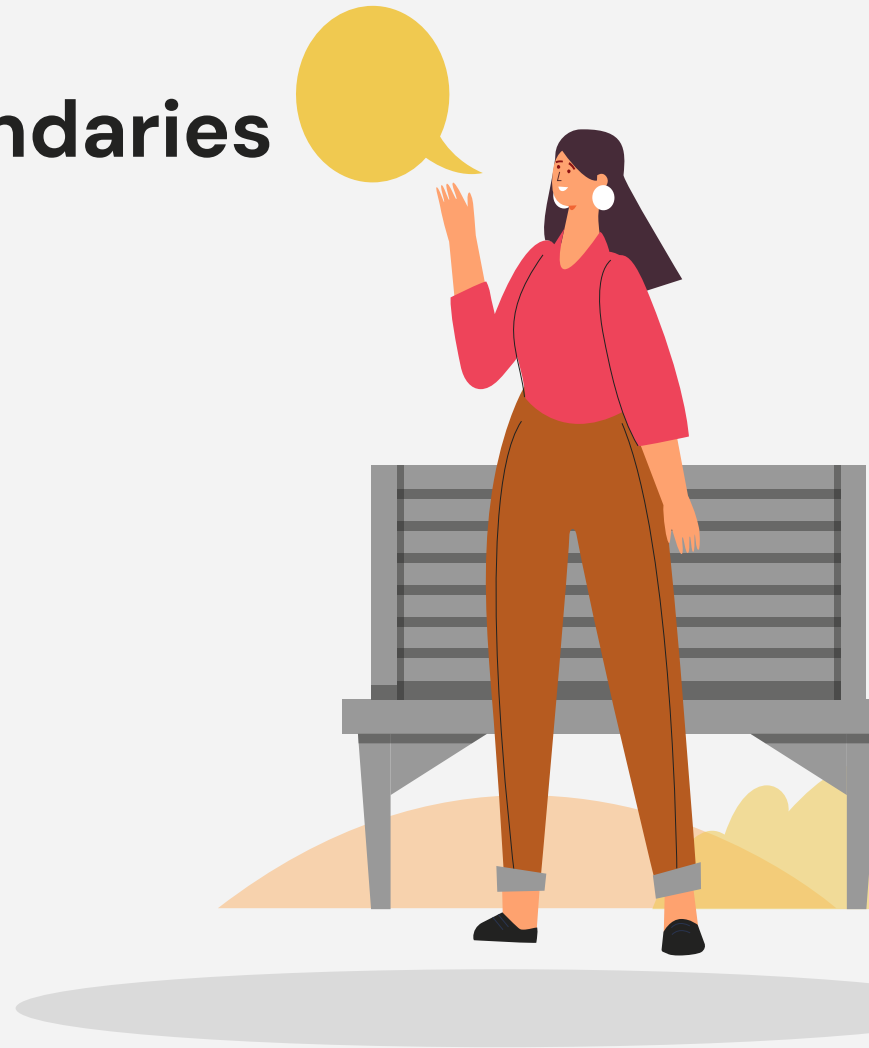
## Connection

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:

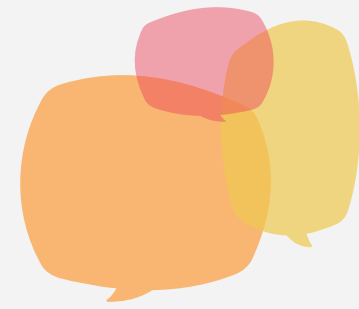
- Think before you speak
- Reread before sending messages
- Make clear and concise statements, especially when asking for support



## DON'T:

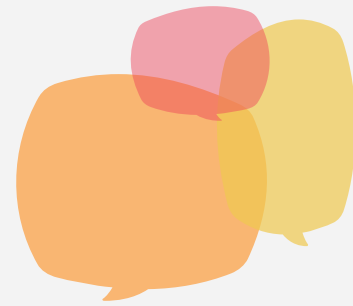
- Be afraid of asking questions
- Make assumptions





**What is the difference between hearing and listening?**

# 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

# Let's Practice Our Elevator Pitch





# 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

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



# Phone 101

## Contact Info

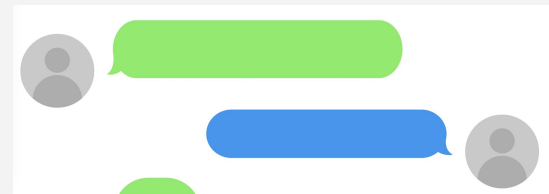
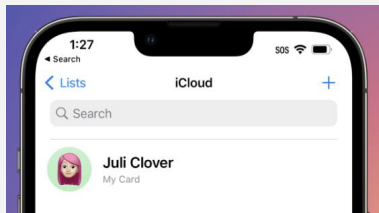
- Name
- Picture
- Email

## 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

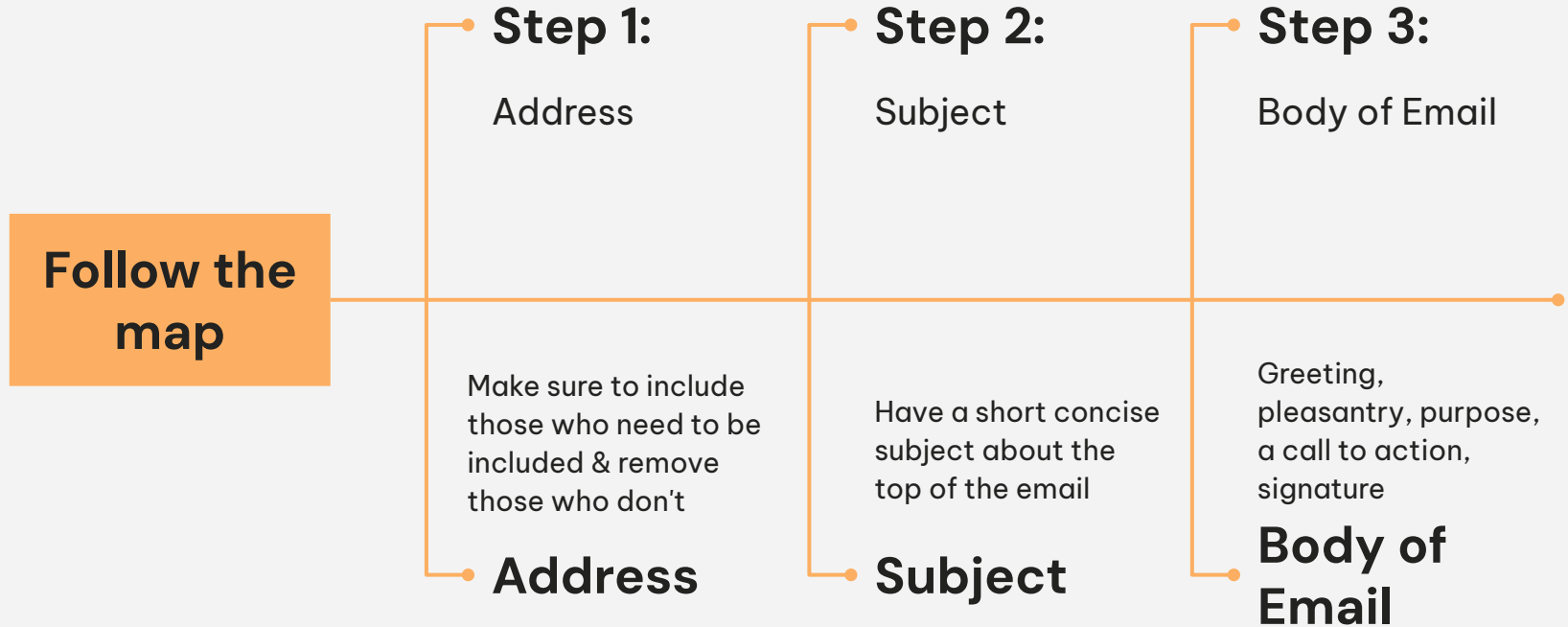
To: Maria Supervisor <maria.supervisor@fancycompany.com>

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](mailto:AlexanderR@lapromisefund.org)

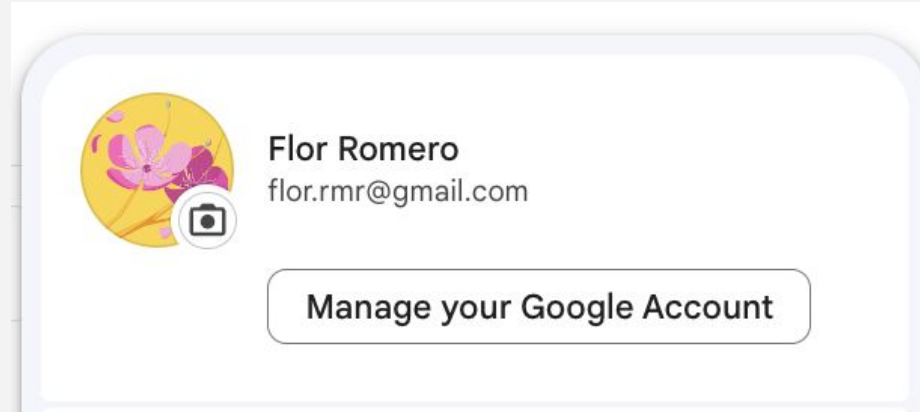
Best,

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.







# 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 the 'Calendar' title, 'Today' button, navigation arrows, and the month/year 'May 2023'. On the left side, there is a 'Create' button, a monthly calendar grid 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 a weekly view with the following events:

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

