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Communicate with Impact Skills Session

Workbook

MAKING AN
IMPACT THAT
MATTERS
since 1845

What does excellent communication look like?

How would you describe an excellent communicator, or piece of communication? List as many ideas as you can below.

Eight rules for great communication

Considerate

Concise

Clear

Complete

Courteous

Correct

Concrete

Confident

Match the word with the correct definition.

Definition:	What word does this refer to?
Being friendly, thoughtful and sincere.	
Being brief and only including what is relevant.	
Considering your reader or listener's viewpoints, background, beliefs and mindset.	
Presenting yourself well, speaking clearly, using eye contact and taking the space you need to communicate.	
Saying exactly what you mean	
Checking for spelling, grammar and factual errors beforehand.	
Ensuring you have included all relevant information and that you are clear on the purpose of your communication.	
Using facts to support what you're saying, and doing so with authority.	

Skills review

Considerate

Concrete

Correct

Clear

Concise

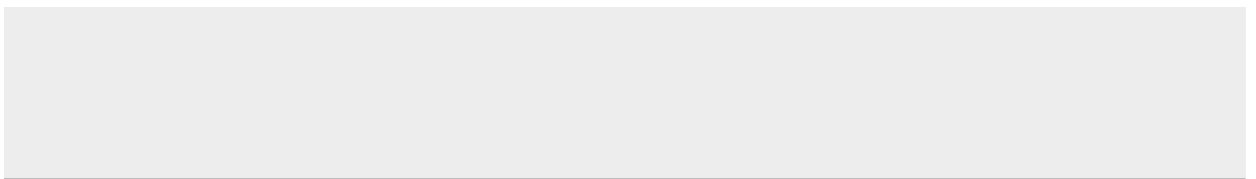
Confident

Courteous

Complete

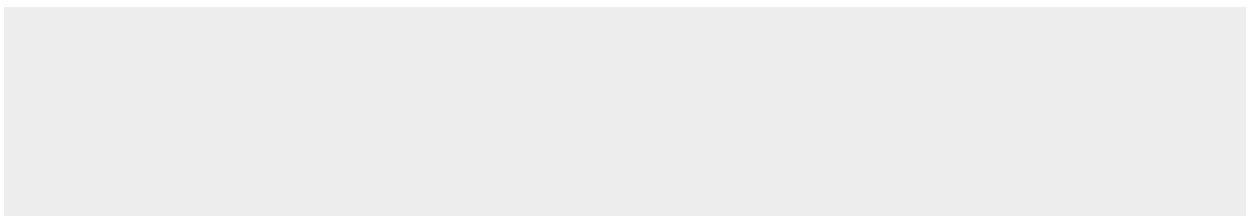
My strengths

Which of the 'Eight C's' are you the best at? What elements of your communication are good in particular?



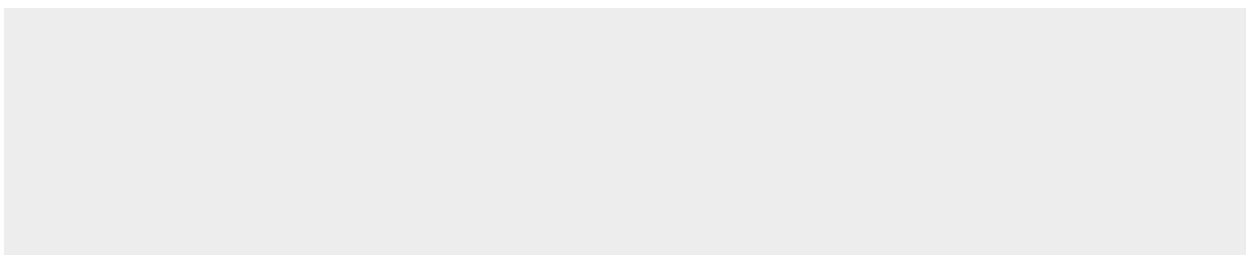
Personal progress

Which of the 'Eight C's' have you improved at over time? How have you been able to improve this element of your communication?



Future potential

Which of the 'Eight C's' are you least confident in? What steps could you take to improve?



Who feels this way?

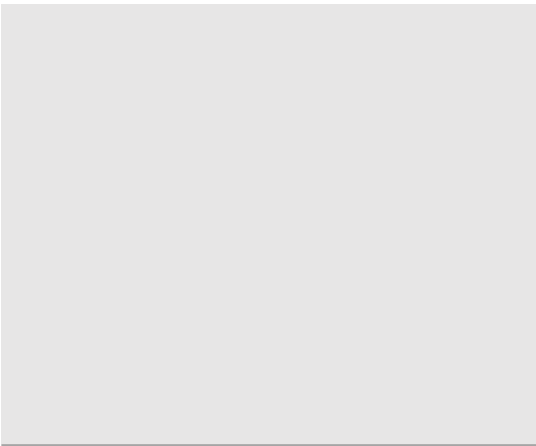
Read the statements, and tick the box to indicate if this could apply to the speaker, the audience/listener - or both?

		Speaker	Listener	Both
E.g.	"When giving a speech, I worry about forgetting my words."	<input checked="" type="checkbox"/>		
1	"I hope I don't say the wrong thing"			
2	"What if people don't like me?!"			
3	"I hope nothing bad happens!"			
4	"They seem a bit nervous today"			
5	"They made a really good first impression"			
6	"I need to try not to fidget too much"			

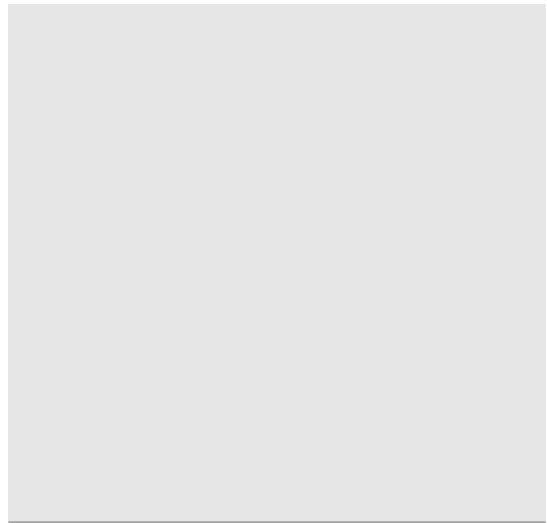
My strengths

Use the headings below to list your strengths and skills. Whenever you're feeling nervous about something, refer back to these and remember how much you have to offer!

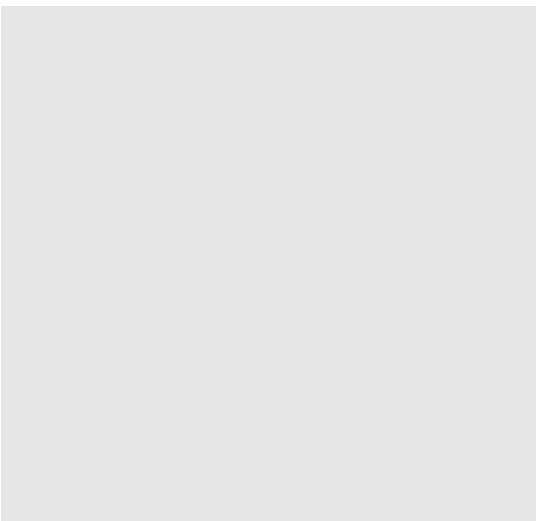
Share a hobby or skill that you could easily teach to someone else. It could be something as simple as helping a relative connect to the Wi-Fi!



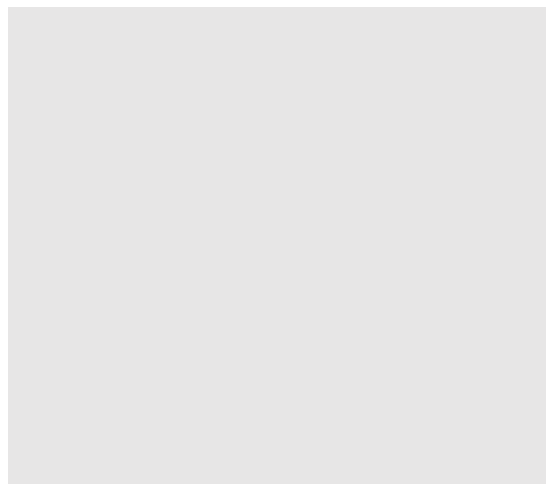
Share a time that you helped a friend in need and gave great advice.



What would your friends or family describe as your best qualities?



What is a topic you know some interesting facts about? What specialist knowledge do you have?



Verbal communication

Below are some tips for great verbal communication. Sort them into the correct categories and add some ideas of your own.

Spoken clearly

Adapted to the audience

Doesn't use jargon

Uses humour if appropriate

Uses facts

Uses questions

Engaging to listen to

A clear introduction

Uses visual aids

Information is accurate

Appropriate length

Friendly and warm

Memorable

Appropriate level of formality

Feels natural and authentic

Content

This is the message we communicate itself. It should be clear and suited to the audience.

Style

Our vocal tone and pitch. It also refers to any stylistic elements of our communication like jokes, rhetorical questions, and facts.

Structure

The length and shape of our communication and its shape. Does it have a clear beginning, middle, and end? Do audiences know what is expected from them at the end?

Understanding the voice

These questions are designed to be answered alongside the video recording. Play the video and reflect upon your unique voice. You could complete these questions independently, provided you already have a good understanding of the terminology used.

Tone	Column A Describe your voice	Column B What works well?	Column C What will you improve?
Quality	Column A Describe your voice	Column B What works well?	Column C What will you improve?
Language	What do you like?		

Engagement techniques

Use the space below to decide upon some engagement techniques you could use yourself. Think about when you need to communicate in your everyday life. Do you often give presentations? Write reports? Attend events?

How could you communicate in an interesting way?

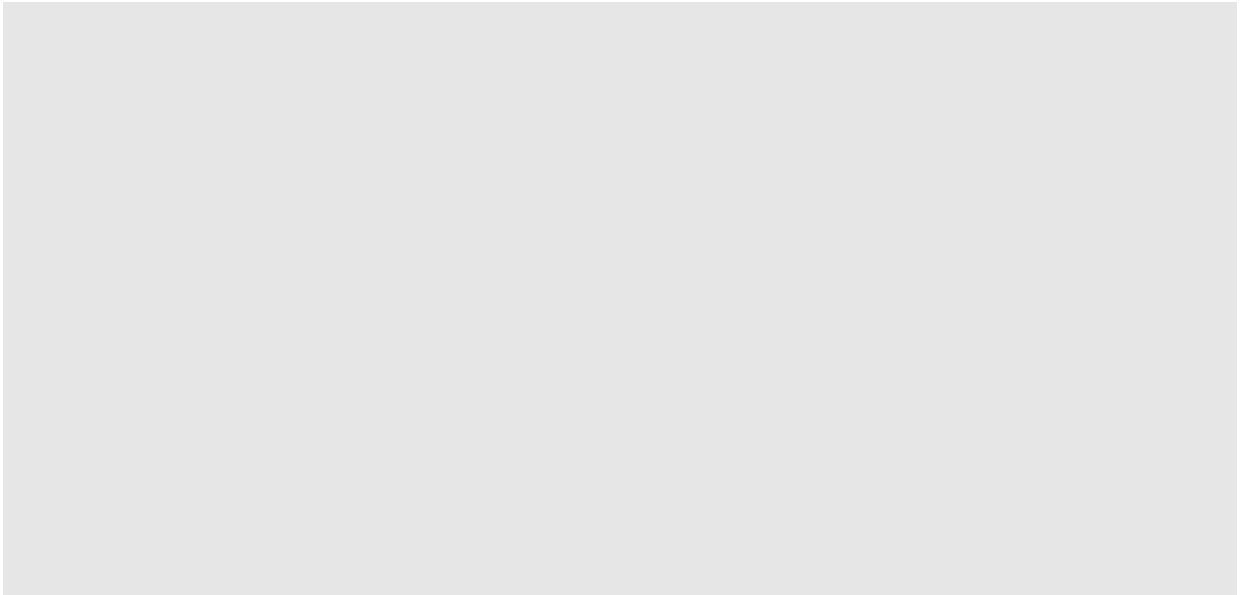
Throughout your communication, what could you do to engage your audience?

What exit strategies could you use to end your communication smoothly?

Concise content

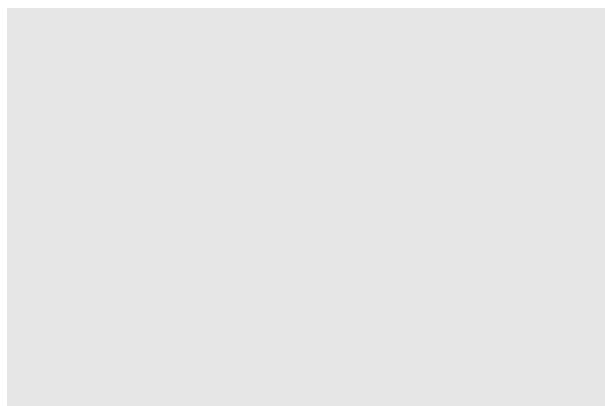
Introduce yourself in Box One. Include as much information as possible and fill the whole box.

Box One



Repeat the task in Box Two (below). Don't change your handwriting. Instead, distil your message down and focus on the most important information only.

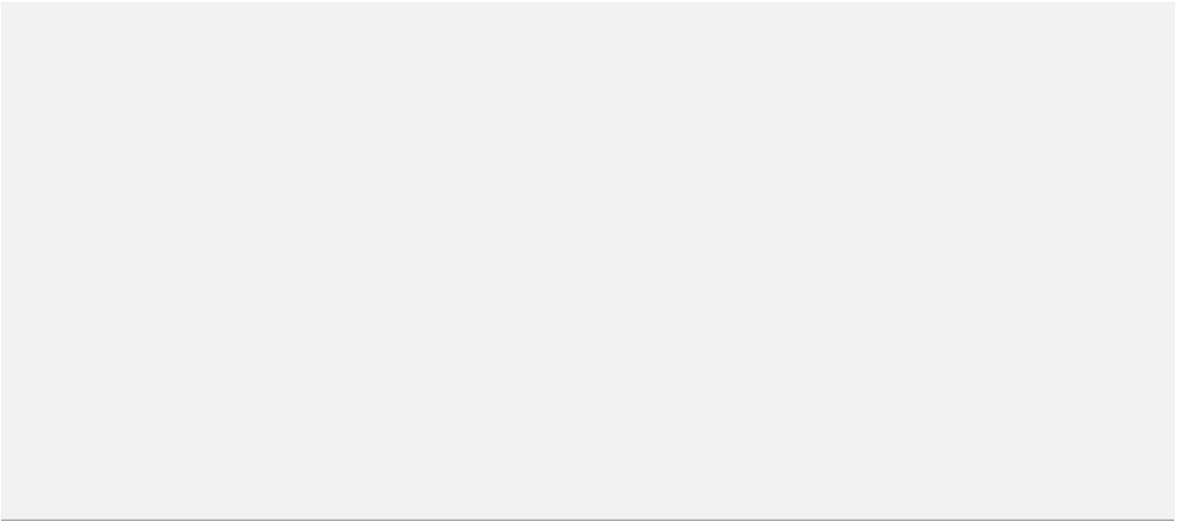
Box Two



Non-verbal communication

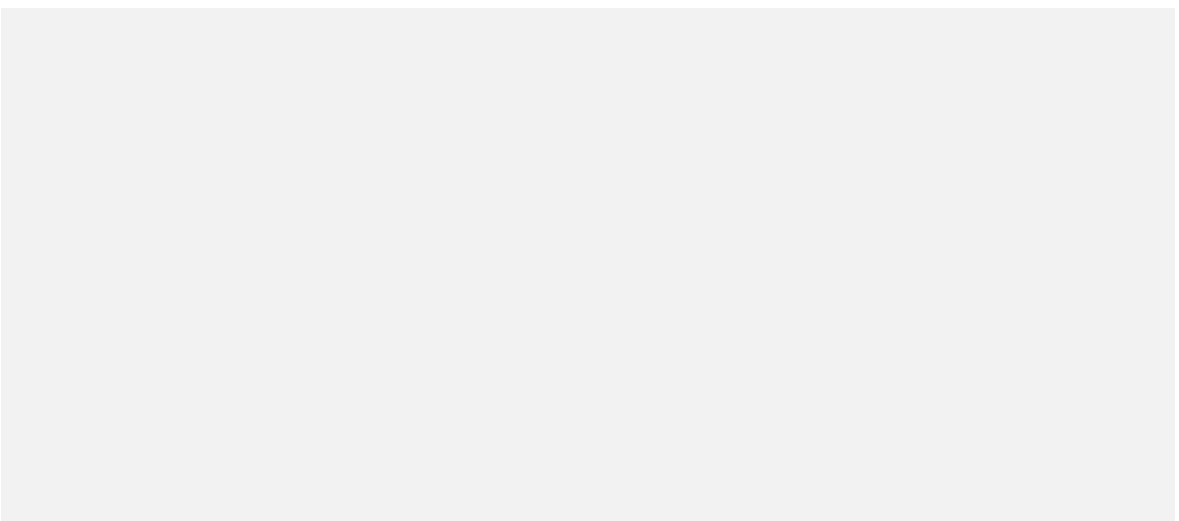
Video #1

How does the speaker come across? How would you describe their body language?
Make some notes and observations below.



Video #2

How does the speaker come across? How would you describe their body language?
Make some notes and observations below.



Eight rules for great communication (answers)

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Courteous

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Ensuring you have included all relevant information and that you are clear on the purpose of your communication.	Complete
Using facts to support what you're saying, and doing so with authority.	Concrete

Further links

Main Careers Site:

https://www2.deloitte.com/uk/en/careers/careers.html?icid=top_careers

Grad Programmes:

https://www2.deloitte.com/uk/en/pages/careers/articles/graduate-opportunities.html?icid=top_graduate-opportunities

SVS Programmes:

https://www2.deloitte.com/uk/en/pages/careers/articles/summer-vacation-scheme.html?icid=top_summer-vacation-scheme

Apprentice Programmes:

https://www2.deloitte.com/uk/en/pages/careers/articles/brightstart-business-apprenticeship-scheme.html?icid=top_brightstart-business-apprenticeship-scheme

Frequently asked questions:

<https://www2.deloitte.com/uk/en/pages/careers/articles/student-graduate-faqs.html>

Dot the Bot (ask a question):

<https://meetandengage.com/deloittestudenthelpdesk>