

Communication 101:

Putting Your Best Self Forward

Broemmel & Nixon-FYS 101

Fall 2017

Being ready means having more than knowledge

- “...employers say they want to hire graduates with critical thinking skills who arrive understanding how to be professional.”

From Inside Higher Ed: <http://www.insidehighered.com/news/2012/12/13/nc-community-college-issue-grades-certificates-soft-skills#ixzz2kWwYzB4U>

- A response “...to a widespread notion among employers around the nation that there has been a “deterioration of the work ethic” among new hires.”

From Inside Higher Ed: <http://www.insidehighered.com/news/2013/02/12/technical-college-puts-job-readiness-and-attendance-scores-transcripts#ixzz2kWzsnB8G>

- A professor’s email suggests, “...get the easy stuff right.”

<http://www.businessinsider.com/nyu-professor-scott-galloways-email-2013-4>

“It’s just one (class, email, meeting, etc.)”



It matters...

It matters...

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Communication

- Face-to-Face
- Written
- Nonverbal

Communicating with other students

- Treat other students in a professional manner but more 'lax.'
- **F2F:** make eye contact, summarize and respond and don't be on your phone!
- **Written:** Give at least 24 hours for peers to respond to emails.
- Make a friend in each class, so that if you miss class you don't email the whole class for notes (that's annoying)
- In group projects, don't be afraid to be assertive with your group members but still be mindful of their time as well as yours.
- **Nonverbal:** Be attentive and be mindful of your personal reactions

One-on-One with your Instructors

- Be professional and personable! (your profs are not robots)
- Go to office hours with your questions!
- Participate in class; ask questions, make comments, etc.
- Don't ask, "Did I miss anything?"

Nonverbal:

Are you an educational zombie?

- Read the article, and think about your own experiences so far. Be ready to share.

DIFFERENT WAYS TO BECOME A ZOMBIE



INFECTION

RADIATION



VIRUS



COLLEGE

Written:
Things fall apart



INCOMPETENCE

Just because you have the tools doesn't mean you know how to use them.

What not to do Example #1

- I realize this is terribly inconvenient but I ended up getting in a terrible fight with my ex-boyfriend last night and somehow overslept for class this morning and missed the exam. Since it's still the same day I was hoping that I could possibly take the exam in a later section of the course or during any available office hours. I know missing an exam is a serious thing and I would be grateful for any opportunity to make it up and prevent such an impact on my grade.”

(Class started at 10:10 am ...Email was sent at 11:54 am)

What not to do Example #2

- "I understand I misinterpreted the directions. But I think I did more work than most students in the class did, and the notes I did take (although on the wrong piece of paper) were completely perfect. Surely worth more than a 5/10. The instructions could have been interpreted in more than one way. However, regardless of the grade, I will be sure to do it correctly for the next quiz."

What not to do Example #3

- “Dear Ms. Broemmel,
It has come to my attention that I will not be able to be in attendance Wednesday. Although my advising session was originally scheduled for November 2, my adviser re-scheduled it for October 31 at her own convenience.”

What not to do Example #4

- On Dec 3, 2012, at 7:30 PM

“When did you say my project was due?”

- On Dec 3, 2012, at 8:01 PM, "Broemmel, Amy Dianne (Amy D. Broemmel)" wrote:

“I believe it was today.”

- On Dec 3, 2012, at 8:25 PM

“Well shoot. Is there anyway i can send it to you tomorrow?
I'm not near a computer right now and I won't be for a while
I'm sorry I forgot to send it earlier”

What not to do Example #5

- Hey, this is (Name). I would like to apologize for missing your last class today. I've been very sick and have only even just recently been able to stand up. (Nov 14, 10:04pm)
- *I am pleased you are feeling better, but that doesn't explain why you were unable to let me (or your group) know that you wouldn't be attending last week's class. Nor does it explain why you were unable to let me know that you wouldn't be attending our Nov. 7th class. This marks 3 class session that you missed—2 of which were unexcused. If you would like to set up a time to meet with me and discuss possible options for the completion of an alternative assignment in order to secure credit for the class, I have some time tomorrow (Friday) afternoon or next Tuesday afternoon.*

Thanks so much— (Nov 15 @6:07 am)

- I couldn't get out of bed, let alone let someone know that I wasn't going to be at class. November 7th was strange. I showed up at class and didn't see anyone at all in the room so I figured class must have been canceled and I was somehow unaware of it. I know that's not an excuse, but still. So am I to assume I didn't receive any credit for the Egypt project because I wasn't there to help present it? (Nov. 15@3:35pm)

Guidelines for writing to an instructor

- Always start an email with the appropriate title.

(Pay attention to how they sign their name on emails to you, and if you still can't find it err on the side of caution or look it up!)

- Always use an appropriate greeting.

(Not "HEY!" See "What not to do" Example 5)

- Strike a balance between "not enough" information and "too much" information.

(There is a difference between saying, "I will likely miss class," and "My family is facing some issues and really need me at home a day earlier than anticipated." Also, see "What not to do" Example 1)

- Use correct grammar, e.g. spelling, capitalization, punctuation, etc.

(You have been learning about it for 13+ years... this really shouldn't happen:

"I couldnt find your office in the bailey complex. i think i mightve been on the wrong floor.")

- "XOXOXO," is not an appropriate closing to a professional email

(Is an example really necessary for this?)

Your turn...

- Randomly select a scenario
- Then, in your groups, compose an appropriate email that could be sent in response...
- Be ready to share

It's not your job to keep your professors happy...



but the little things do make a difference!

The way you present yourself matters

