Professional Communications

Faculty of Information, University of Toronto
Alexander Howes, Careers Officer
iSkills - Career Development Series

Resume/Cover Letter/Portfolio
September 18, 4:15-5:45, room 417
September 22, 1-2:30, room 224/225

Know Your Personal Strengths & Skills
September 20, 4:15-5:45, room 417

Job Interviews
September 25, 4:30-6, room 224/225
September 27, 4:30-6, room 224/225

How to Network
September 26, 4:30-6, room 224/225
September 28, 4:15-5:45, room 224/225

Leveraging LinkedIn
September 29, 11-12, room 224/225
October 2, 4:30-5:30, room 224/225

Professional Communications
October 4, 12-1, room 116
October 5, 12-1, room 224/225

UXD Portfolio
October 4, 5:15-6:15, room 224/225
What We’ll Talk About

- Methods of communications
- Communication etiquette
- Best practices
- Trends
- Audiences
Learning Objectives

- **Learning objectives:**
  - Students will be informed on the best practices related to professional communications
  - Students will demonstrate skills through collaborative content analysis
Methods of Communication

How do we do it?

- Written
- Verbal
- Non-verbal
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<tr>
<th>Written</th>
<th>Verbal</th>
<th>Non Verbal</th>
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<tr>
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<td>Flyers/posters</td>
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Written  Verbal  Non Verbal
In Academia

Best practices:

- Address your superiors by their professional title, unless invited otherwise
- Respect roles and expectations
- Prepare for the workplace
- Know your audience
Preparing for the Workplace

Best practices:

• Network professionally
• Positive, confident body language
• Check for grammatical errors in written communications
• Take time to review for quality and flow
• Respond and follow up in timely manner
• Avoid colloquialisms
In the Workplace

Best practices:

- Create relationships
- Know your audience
- Showcase your brand
- Be succinct
- Respect roles and expectations
- Be approachable
- Be professional
Trends

- Email
- Online chats (ex. Slack)
- Open workspaces
- Working from home
- Speed of communication

- What are you seeing?