Award in Office Management and Administration

Lecture Title:
Lecture 6 Office Communication- Part 1

Lecturer: Darine Aboulezz

17/11/2025

Module 1
Office Communication

Having completed this module, you should be able to:

- Understand what communication is, the roots of miscommunication and its power if used properly.
- Understand different office tools
- Organize effective online meetings
- Identify ways of researching a company before an interview.
- Discuss how to dress for an interview.

Module 1

Office Communication

- Explain the risk of not speaking up at meetings.
- Describe how to use notes effectively in a meeting.
- Recall how to ask questions when a person is speaking.
- E-mails etiquettes.
- Tackle difficult conversations
- Manage Conflict

Communication

Types of Communication

Type	What It Is	Corporate Example
Verbal	Spoken communication	Meetings, calls, presentations
Non-verbal	Body language, tone	Confidence through posture and eye contact
Written	Text-based communication	Emails, reports, chat messages
Visual	Images, diagrams, charts	KPI dashboards, workflow diagrams

Roots of miscommunication

- Assumptions
- Ambiguity
- Different mental models
- Emotional filters
- Lack of listening
- Noise in the environment
- Cultural and language differences
- Poor structure
- Overconfidence in clarity
- Missing context

Office Tools

Category	Key Tool / Feature	Corporate Example
Productivity	Calendar blocking	Reserve focus time to prepare quarterly reports without interruptions.
Collaboration	Shared drives (OneDrive, SharePoint)	HR, Finance, and Operations edit the same policy document in real time.
Communication	Threaded conversations (Teams/Slack)	All project updates, decisions, and clarifications stay in one place.
Project Management	Kanban board (Planner, Trello, Jira)	Managers track team workload and see which tasks are at risk.
File Management	Cloud backup	Recover critical client documents after a device failure.
Note-taking	Templates (meeting minutes, action logs)	Capture decisions and responsibilities consistently across departments.
Visual / Design	Diagram creators (Lucidchart, Miro)	Present workflows and approval processes clearly to stakeholders.
Automation	Email filters & rules	Sort client emails, automate follow-ups and reduce inbox clutter.

www.21Academy.education

Effective online meetings

1. Keep them structured.
2. Plan ice breakers for remote meetings.
3. Appoint a lead or moderator.
4. Send invitations and access links in advance.
5. Assign roles.
6. Use a meeting management tool to track the outcomes.
7. Ensure your platform works properly before the call.
8. Stick to a time limit.

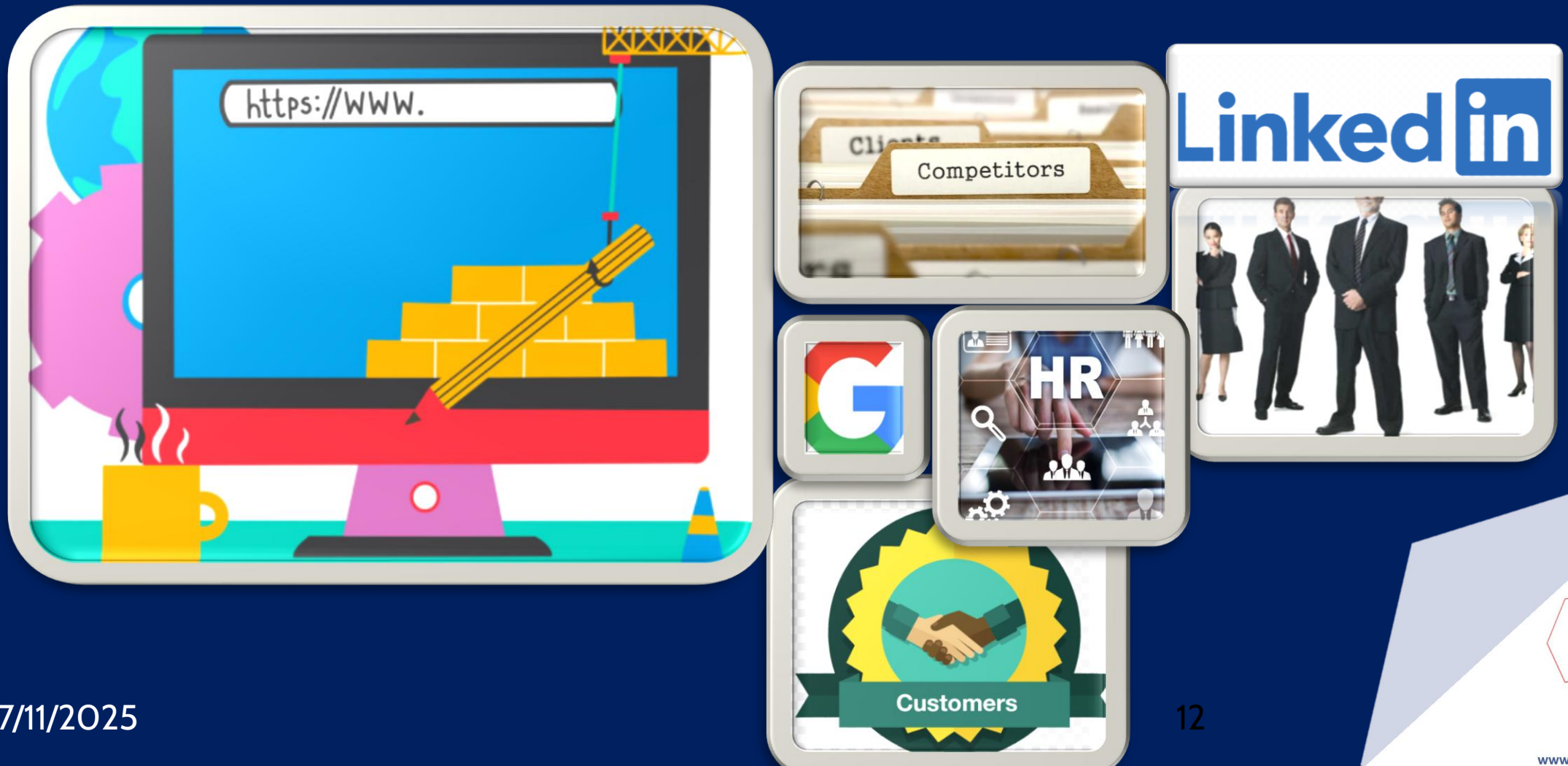
Power of good communication

- basis of co-ordination
- smooth working of an enterprise
- basis of decision-making
- enhances managerial efficiency
- promotion of co-operation and industrial peace
- establishment of effective leadership
- morale-building and motivation.

Team Collaboration

- Share information openly
- Listen actively
- Support each other’s strengths
- Give feedback early and respectfully
- Take join ownership
- Communicate clearly and simply
- Resolve conflicts constructive

Research And Prepare for the Job Interview



Job Interview Skills

Establishing your Job interview goals

Job Interview Skills

Skill	What to Do
Preparation	Research the company, role, and interviewer
Clear communication	Answer with structure and keep it concise
Confidence	Maintain steady tone, posture, and eye contact
Relevant examples	Share short, real experiences that show your strengths
Asking questions	Prepare thoughtful questions about the role
Professional presence	Dress appropriately and arrive on time
Active listening	Understand the question fully before answering

How to dress for an interview

Depends what you are applying for?

How to make small talk

Step	What to Do
Start warm	Use a simple, friendly opener
Use curiosity	Ask light, open questions
Follow the thread	Build on what they say, don’t jump topics
Share a little	Add small personal bits to keep flow
Exit politely	Wrap up with a positive closing line

Tell me about yourself

The Power of Job Interview Mindset

Thoughtful questions

How to speak up at meetings

Tip	What to Do
Prepare one point	Know the key idea you want to share
Enter early	Speak in the first 10 minutes to build confidence
Use clear language	Keep your point short and structured
Anchor to purpose	Link your comment to the meeting goal
Back yourself	Speak with a steady voice and firm tone

Eliminating distractions

- Cell Phones & smart watches
- Listen Empathetically
- Get organized with a to-do list.
- Silence alerts and keep open Internet tabs to a minimum.
- Break big projects into small pieces.
- Use music and headphones to cut down noise
- Clean up and organize your workspace.
- Reward yourself
- Sleep

Engaging in Conversations

- Mastering the art of not interrupting
- Asking for clarification
- Engaging in conversation at the right time
- Reacting to messages

Email Etiquettes

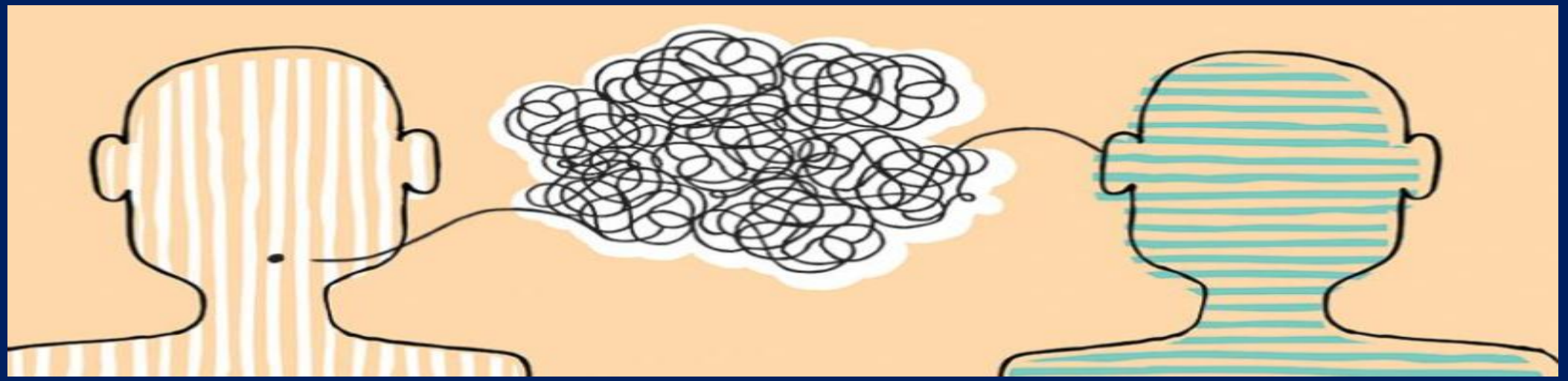
Principle	What to Do
Clear subject line	State the purpose in a few words
Professional tone	Be polite, direct, and respectful
Keep it concise	Use short paragraphs and clear points
Right recipients	CC only when necessary, avoid reply-all
Proofread	Check spelling, names, and attachments
Timely replies	Respond within a reasonable timeframe

Dos and Don’ts

Do	Don’t
Use a clear subject line	Leave the subject blank or vague
Keep your message concise	Write long, cluttered paragraphs
Use a professional tone	Use slang, sarcasm, or emotional language
Check recipients carefully	CC or reply-all unnecessarily
Proofread before sending	Send with typos or missing attachments
Respond within a reasonable time	Ignore or delay important emails

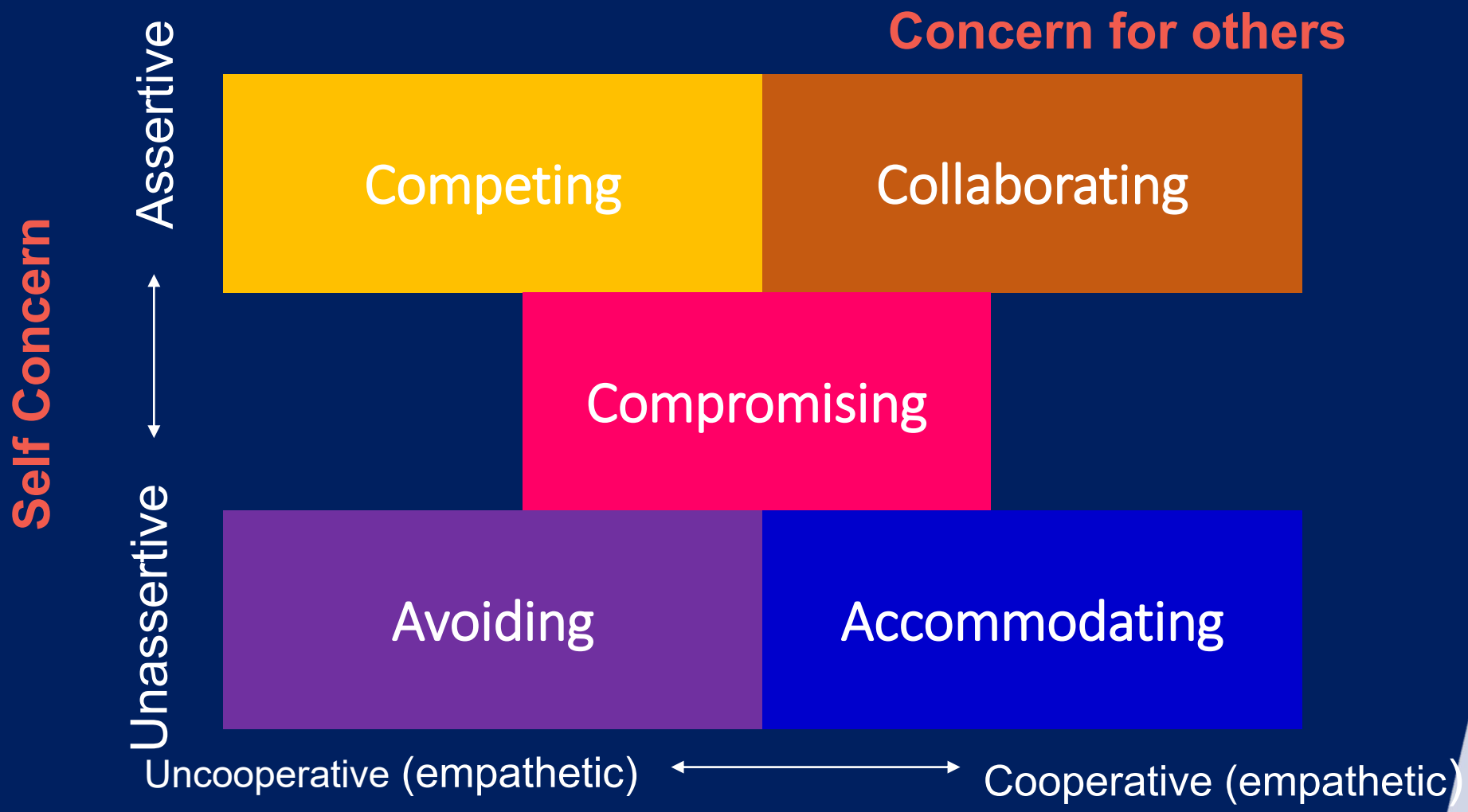
EMAIL ETIQUETTE

Tackling difficult conversations



- Listen up.
- Be clear about how you feel and what you want.
- Look at the issue from their perspective.
- If things aren't going to plan, take a break.
- Agree to disagree.

Conflict Management



Never reply when you are angry

Never make a promise when you are happy

Never make a decision when you are sad

See you next week ☺

For Part 2