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| **Frequently Asked Questions** |
| **Question** | **Answer** | **Employee** |
| 1. What is the first step when preparing a professional message? |  |  |
| 2. How do I figure out who I am writing to? |  |  |
| 3. How important is choosing the communication format? |  |  |
| 4. What is the best way to deliver bad news to a recipient? |  |  |
| 5. Is communication a skill or just something someone is good at? |  |  |
| 6. What role does ethics play in communication? |  |  |
| 7. Can I use humor in my professional communications? |  |  |
| 8. What is the difference between *hearing* and *listening*? |  |  |
| 9. What are common barriers to effective communication? |  |  |
| 10. What is the biggest struggle people have when giving a presentation? |  |  |
| 11. Why is empathy important in the professional environment? |  |  |
| 12. What is the difference between *criticism* and *critique*? |  |  |
| 13. Are first impressions important in professional communications? |  |  |
| 14. How does stress impact communications? |  |  |
| 15. Do emotions have a place in the professional environment? |  |  |
| 16. What is the difference between *persuasion* and simply *getting your way*? |  |  |
| 17. How is *coaching* different from *corrective action*? |  |  |
| 18. How important is rehearsal when preparing a presentation? |  |  |
| 19. Does social media matter to professional communications? |  |  |
| 20. What is the secret to motivating others? |  |  |
| 21. Why is team building important? |  |  |
| 22. What role does revision play in professional communications? |  |  |
| 23. How important is a professional image? |  |  |
| 24. Does body language matter? |  |  |
| 25. What makes someone a good manager? |  |  |
| 26. Is it more important to be *right* or to *get it right*? |  |  |
| 27. Who is responsible for communicating effectively in the professional environment? |  |  |
| 28. How important is a professional network? |  |  |