

# Workplace communication

Xiaoli Li

“You get hired for your technical skills.  
You get fired for your soft skills.  
You get promoted for your leadership skills.”

# Is there a connection between communication skills and your career?

- 44% think that recent hires are weak in soft skills (including communication and collaboration)  
—a 2013 survey of 500 business executives (p.10)
- *Job Outlook 2014*, a report produced by the National Association of Colleges and Employers, found that communication skills were second only to problem-solving skills among the abilities employers seek (p.11)
- A fortune poll, 1000 executives cited writing, critical thinking, and problem solving as their top choices in new hires (Guffey, 2016, p3)
- A poll of 1400 chief financial officers revealed: 75% said that verbal, written, and interpersonal skills are more important than before.

# How often do professionals communicate?

- A survey conducted by the McKinsey Global Institute found that workers spend 2.5 hours a day just reading and answering their emails (Kolin, 2015, p1)
- Robles, M. (2012). Executive Perceptions of the Top 10 Soft Skills Needed in Today's Workplace. *BCQ* 75 (4): 453-465.

Writing is your future!

# It's time to compile the data you've collected!

Write an email to one of your parents, asking

©how much time he or she devotes to communication on the job;

©what kinds of documents /presentations he /she needs to produce;

©for advice on how to gain or improve the communication skills needed on the job.

# Let's see the answers

<b>How many of you were here on Friday?</b>	
How many of you are here today?	
How many of you sent an email request to your parents on Friday?	
How many of you have received a reply <b>via email</b> within 24 hours? Any replies by phone call or skype? Any replies by text messaging? Any replies through social media tools such as Facebook, WeChat, etc?	
<b>How many of you have received valid responses to these questions?</b>	
How much time he or she devotes to communication on the job?	
What kinds of documents /presentations he /she needs to produce?	

What advice did you get from your parents?



# Response 1:

- Write a report to a professor in your field explaining what we have done in class and what you have found.
- 300-500 words.
- Due Wednesday morning at 10:45am.