



Module Three Resources

Written Communication

'Written Communication' means sending messages, orders or instructions in writing through letters, emails, circulars, manuals, reports, telegrams, office memos, bulletins, etc. It is a formal method of communication and is less flexible.

Please watch the following Ted Talk regarding Written Communication and reflect on the following questions:

How to write an email

1. What are the rules for email that Victoria discusses in her TEDX?
2. What does American podcaster, Merlin Mann consider good email etiquette?
3. What is the difference between the to line, CC line and BCC line. Whose addresses should be on each line?
4. What is a part of your emails you can improve on based on this TEDX?
5. What tools have you used or do you currently use to assist you in your written communication techniques?

How to Have a Conversation

Please watch the following TEDX, and reflect on the questions below.

How to have a Conversation

1. What are the 10 steps to having a good conversation?
2. Which of the steps do you already follow?
3. Which of the rules do you consistently break during conversations?
4. Will you start changing your perspective on how you enter conversations? If so, how do you plan on doing so? If not, why not?

Candidate Motivators

We all have different motives and reasoning behind our decisions and choices. This can also be referred to as the, "*driving force*" for all we do. Reflect on the questions below about Candidate Motivators:

1. What motivates you?
2. What is your "driving force"?
3. What are your top priorities?
4. What are your motivators/have been when you are searching for a new position, role, or job opportunity?