

Foundations of Professionalism & Communication

Instructions



This worksheet is a companion to the Demonstrating Skills Foundation Activity in Moodle. It is suggested that you keep the activity instructions open in your computer as you fill in each of the three sections of this worksheet.

Scenario 1:

A new supervisor was hired for the division and immediately implemented changes to the daily workings and procedures. No consultation meetings about current practices were conducted. One of the staff members asked the supervisor in the staff meeting about one of the changes and the response was “suck it up, buttercup.”

Jot your answers to the questions in the worksheet below:

What is your perception in terms of the supervisor’s professionalism in terms of communication, level of competence in leadership, personality characteristics, and conduct in this scenario?

What are the human elements that influence this dynamic?

How would you respond if you were the receiver of that message?

How would you respond if you were a staff member witnessing this interchange?

Scene 1: Video (The Office clip)

Before answering these prompts, watch the video scene online. It is about a prank being played on the character, Dwight Schrute. (The Office, NBC, September 10, 2019)

What did you observe about the nonverbal communication and proxemics (the physical distance) between each of the characters?

What did you notice with each characters' paraverbal communication (voice language - tone, speed, and volume) during the scene?

The portrayal of mistrust emerged for both of the male characters during this scene, how did their nonverbal and paraverbal communication demonstrate this?

What are the human elements that came into play during this scene?

Scene 2: Video (A Conference Call in Real Life)

Before answering these prompts, watch the video scene online. This is a fun scene of a mock conference call. (Tripp and Tyler, January 22, 2014)

How was miscommunication portrayed?

What do you do to reduce miscommunication in your interactions with people?

What were the nonverbal messages that were conveyed with reference to the older gentleman's character?

What do you notice when you are interrupted?

How do you react when there is a lot of noise and you cannot understand the person's message that they are trying to convey?
