



Social Skills Starter: Communication Skills for Work and Life

Why Social Skills Matter

Good communication helps with friendships, teamwork and success at work.

Active Listening

- Do not interrupt
- Look at the person speaking
- Ask questions to show you understand

Starting Conversations

- How has your day been?
- What do you enjoy doing outside work?
- Have you seen any good movies lately?

Workplace Communication

- Be polite
- Be clear
- Ask questions if unsure
- Thank people for their help

Handling Conflict

- Stay calm
- Listen to the other person
- Explain your point of view
- Work toward a solution

Teamwork

- Be reliable
- Be respectful
- Communicate clearly
- Support your teammates