



Professional Communications

Faculty of Information, University of Toronto
Alexander Howes, Careers Officer

iSkills - Career Development Series

~~Resume/Cover Letter/Portfolio~~

~~September 18, 4:15-5:45, room 417~~

~~September 22, 1-2:30, room 224/225~~

~~Know Your Personal Strengths & Skills~~

~~September 20, 4:15-5:45, room 417~~

~~Job Interviews~~

~~September 25, 4:30-6, room 224/225~~

~~September 27, 4:30-6, room 224/225~~

~~-~~

~~How to Network~~

~~September 26, 4:30-6, room 224/225~~

~~September 28, 4:15-5:45, room 224.225~~

~~-~~

~~Leveraging LinkedIn~~

~~September 29, 11-12, room 224/225~~

~~October 2, 4:30-5:30, room 224/225~~

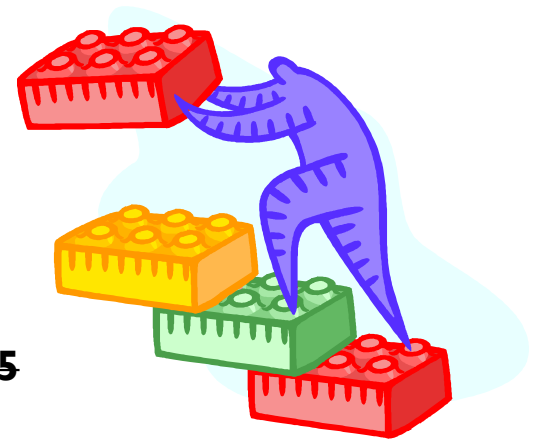
Professional Communications

October 4, 12-1, room 116

October 5, 12-1, room 224/225

UXD Portfolio

October 4, 5:15-6:15, room 224/225



What We'll Talk About

- Methods of communications
- Communication etiquette
- Best practices
- Trends
- Audiences

Learning Objectives

- **Learning objectives:**
 - Students will be informed on the best practices related to professional communications
 - Students will demonstrate skills through collaborative content analysis

Methods of Communication

How do we do it?

- Written
- Verbal
- Non-verbal

Written

- Email
- Online post
- Resume, cover letter
- Report
- Essay
- Briefing note
- Presentations
- Flyers/posters

Verbal

- Meetings
- Informal conversations
- Presentations
- Tutorials
- Workshops

Non Verbal

- Body language
- Dress attire



Written

Verbal

Non Verbal

In Academia

Best practices:

- Address your superiors by their professional title, unless invited otherwise
- Respect roles and expectations
- Prepare for the workplace
- Know your audience

Preparing for the Workplace

Best practices:

- Network professionally
- Positive, confident body language
- Check for grammatical errors in written communications
- Take time to review for quality and flow
- Respond and follow up in timely manner
- Avoid colloquialisms

In the Workplace

Best practices:

- Create relationships
- Know your audience
- Showcase your brand
- Be succinct
- Respect roles and expectations
- Be approachable
- Be professional

Trends

- Email
 - Online chats (ex. Slack)
 - Open workspaces
 - Working from home
 - Speed of communication
-
- What are you seeing?