MODELING PROFESSIONAL WORKPLACE COMMUNICATION IN THE CLASSROOM

A Presentation for the 2024 APSU FCAM

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Session Objectives

Examine
strategies for composing professional messages

Be Engaging
Be Concise
Be Correct

Apply
professional composition strategies

Emails
Discussion
Feedback

Explore
time-saving classroom communication tools

Drafts
Metadocs
D2L IA

Casual vs. Professional Communication

CASUAL

- Socially-based
- Off-the-cuff
- Informal
- Power-neutral
  - Close colleagues
  - Friends
  - Family

PROFESSIONAL

- Theoretically-based
- Standardized
- Formal
- Power-based
  - Supervisor-Subordinate
  - Company-Client
  - Government-Citizen

Benefits for Instructors

1. **Your professionalism shows.**
   - You are perceived as more credible.

2. **Student communication may improve.**
   - Requests may become more clear.

3. **Fewer misunderstandings occur.**
   - You gain valuable time back.

Evidence-Based Benefits

1. **Supports** student success while building rapport and goodwill (Cardon, 2021)

2. **Increases** students' chances of finding meaningful employment (Gallagher, 2023)

3. **Improves** employer satisfaction with graduates' written communication skills (Finley, 2021)

Theoretical Foundation

Social Learning Theory

- Emphasize observational learning, imitation, & modeling
- Bandura (1977)

Self-Determination Theory

- Foster interpersonal connections with students.
- Deci & Ryan (1985)

Autonomy-Supportive Teaching

- Support students' intrinsic motivation.
- Kusurkar, Croiset, & ten Cate (2011)

EXAMINE

Three professional strategies to model in classroom communication

Strategies of Professional Comm

➤ Be Responsive & Engaging

➤ Be Clear & Concise ✓

➤ Be Correct

When communication is concise, clear, transparent, and easy-to-read, the audience sees the writer as trustworthy.

Be Responsive & Engaging

RESPOND
In a Timely Manner

- Syllabus policies
  - Emails = 24-48 hours
  - Feedback = 7 days
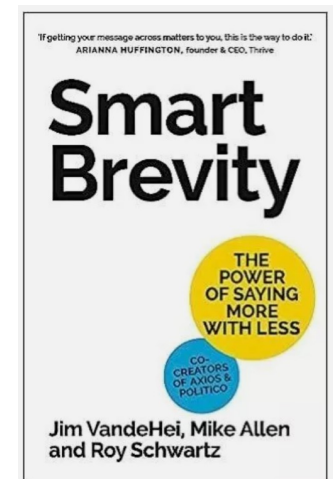
Missed deadlines are considered professional failures.

ENGAGE
Authentically

- Use student names.

- Include basic pleasantries.

- Sign the message.

Be Clear & Concise

Based on Plain Language & Smart Brevity

- ➢ **Use common words**.

- ➢ **Compose short sentences**.

- ➢ **Get to the point.**
  - • What is this about?
  - • Why should I care?

Be Correct

- **Use proper formatting.**
  - Greeting, closing, & signature
  - Intro, body, conclusion

- **Proofread.**
  - Spelling
  - Grammar
  - Double-check
    - Is the student name correct?
    - Did you answer the question(s)?
    - Are facts, figures, and dates accurate?
    - Did you include the attachment?

APPLY

Practice professional strategies in classroom communication

Austin Peay State University
CLARKSVILLE TENNESSEE
College of Business

Email Exercise

Compose a response to the email below.

Hey, where do I submit the assignment that is due tonight?

Email Responses

- Greeting,
- <line space>
- Intro sentence. Body sentences. Closing sentence.
- <line space>
- Closing,
- <line space>
- Signature
  - *Note: A signature block is contact information, not a signature.*

- Good morning, Lia,

- Thank you for contacting me with your question. Please submit that work to the Module 1 Dropbox. Let me know if you have any further questions.

- All the best,

- Dr. Conner

Discussion Responses

HIP Method

- **H**ear the student.
  - Acknowledge what was said.

- **I**ncorporate new information.
  - Add your knowledge as a subject matter expert.

- **P**ose a question.
  - Ask a question to further the conversation.

That's great that you'd like to see the Blue Angels in person, Lia. They perform many places. Their show schedule can be found online [here](). What are your thoughts about how they work together as a team?

Grading Feedback
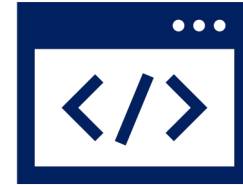
- Tell what was done well.
  - Utilize rubric or instructions.
- Note errors.
  - Suggest support resources.
- Offer assistance.
  - Remind them you can help.

Lia, This paper is free of grammar and spelling errors. Questions 1 & 2 were answered well. However, the answer for Question 3 is incomplete. See Chapter 5 to review. Let me know if you have any questions or concerns. Dr. Conner

EXPLORE

Time-saving classroom communication tools

Time Savers for Professional Comm

➢ ## Utilize Email Drafts
- for frequently repeated emails

➢ ## Create Metadocs
- to house announcements, emails, discussion prompts, and grading feedback

➢ ## Employ D2L Intelligent Agents
- to send automatic email notifications
- provide you reminders

Utilize Email Drafts

Create Metadocs

Example Grading Feedback Metadoc

Module 1

Welcome Reply Email

Super work with this reply email, Abbi! You followed instructions and included all required content elements. So, you earned full credit. Let me know if you have any questions or concerns. Dr. Conner

Nice work with this reply email, Steven. You followed instructions and included most required content elements. The only deduction taken was one point for not including the course section and number (BUS 2000-W3). Let me know if you have any questions or concerns. Dr. Conner

Professional Networking Site Summary

Thank you for submitting this Professional Summary, Abbi. You included information about your caring, character, and competence. You also followed instructions and stayed within the word count guidelines. Nice job! Let me know if you have any questions or concerns. Dr. Conner

Thank you for submitting this Professional Summary, Olivia. You included information about your caring, character, and competence. You also followed instructions. Nice job! However, your submission well exceeded the word count requirements. Let me know if you have any questions or concerns. Dr. Conner

Self-Assessment: Semester Plan

Employ D2L Intelligent Agents

Adding D2L Intelligent Agents

Agent List

⚙ Settings

New Agent   Edit Categories   More Actions ⌄

View: All agents ⌄   Apply

Agent List › New Agent

New Agent

Agent Name: *

Description:

Category:

No Category ⌄   Add Category

Status:

☐ Agent is enabled

Scheduling ▷

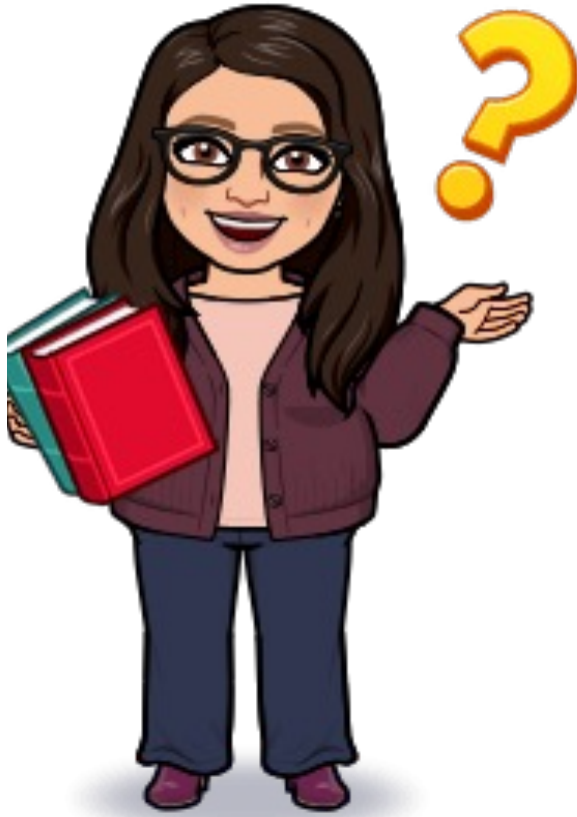Criteria ▷

Actions ▷

Save and Close   Save   Cancel

Templates
Available
1. Handout
2. QR Code

Any Questions?

Feel free to contact me:

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The resources for this workshop can be accessed here:

References

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