



## Section 2: Mastering Communication

### Chapter 1 – The Fundamentals of Clear Communication

Clear communication is one of the most valuable soft skills you can build. This exercise will help you improve real messages using the Three Cs: Clarity, Conciseness, and Courtesy.

**Goal:**

To revise a real message you sent - an email, Slack, Teams chat, or project update, to make it clearer, more concise, and more professional.

**Exercise: Practicing the Three Cs**

**Step 1: Paste or summarize your original message.**

Original Message:

**Step 2: Apply the Three Cs:**

**Clarity:** Is the main point obvious and easy to understand?

**Conciseness:** Could you say it in fewer words?

**Courtesy:** Is your tone respectful, professional, and kind?

**Step 3: Rewrite the message with these improvements.**

Improved Version:

Quickly note one thing you learned from this revision and one thing you'll apply in your next message:

Lesson Learned:

One habit I'll start using:

## Chapter 2 – Active Listening and Constructive Dialogue

Listening well is a powerful skill. It builds trust, reduces misunderstandings, and facilitates collaboration. This exercise helps you reflect on a real conversation and identify growing areas.

**Goal:**

To reflect on how effectively you listened in a recent conversation and identify one improvement to make next time.

**Exercise: Self-Check Reflection**

Think of a recent one-on-one conversation - work or personal - where you had the opportunity to truly listen.

Who were you speaking with?

What was the topic?

How well did you listen (1–10)? Why?

One thing I did well:

One thing I could improve:

What's one small change you'll make to be a better listener in your next conversation?

## Chapter 3 – Presentation & Public Speaking

Presenting an idea clearly and confidently doesn't require a stage. It's about structure, intention, and connection - whether you're speaking in a meeting or sharing a project update.

### **Goal:**

To build and deliver a short, structured message using a simple presentation framework.

### **Exercise: Mini Presentation Builder**

Choose a topic you know well (your job, a tip, a recent task).

Then complete the framework:

- What I want you to know is...
- Why it matters is...
- And what I'd love you to do next is...

Record yourself delivering it, then watch it back and complete:

One thing I did well:

One thing I'll work on next time:

What situation could you practice this skill in again?

## Chapter 4 – Team & Digital Communication

Team communication, especially digital communication, depends on clarity, tone, and the right channel. This exercise helps you reflect on and refine your approach.

### Goal:

To review and improve how you communicate in team or group settings.

### Exercise: Message Audit & Tune-Up

Review 2–3 recent messages you sent to a team (via email, Slack, Notion, project tools, etc).

Pick one and reflect:

- Was the channel right for the situation?
- Was the tone warm, clear, and professional?
- Was the ask or the next step specific and actionable?

### Step 1: Paste or summarize the original message.

Original Message:

### Step 2: Rewrite it with your improvements.

Improved Version:

What's one thing you'll do differently in future team messages?