

Communication Skills Every Employee Needs

Individually, complete the handout by listing and describing five communication skills every employee needs to resolve conflicting interests and respond to client objections or complaints to the client’s satisfaction. Include the advantages of having good communication skills as an employee, an employer and as a client.

Communication Skills	Advantages		
	As an employer	As an employee	As a client
Nonverbal – Use correct grammar and spelling on business flyers/letters/signage/e-mails.	Using the standard grammar rules will help you gain respect from your clients and employees.	Your understanding of the correct rules of grammar will give you more confidence in both written and oral expression.	The business or associate will have credibility and seem more legitimate.