

MICRON MOMENTS

OVERCOMING
COMMUNICATION
ISSUES

Become a global TM with Aspire's Micron Moments!

PREPARE YOUR STRATEGY AND COMMUNICATE!

What is a communication strategy? Why do you need a strategy to communicate? You need a strategy to do things like check facts, check understanding, ask for clarification, etc. In this Micron Moment, we will cover some ways to communicate with some general expressions for specific situations. It will make you sound more natural and give you the tools to have an effective strategy to communicate with people inside and outside of work.

EXAMPLES

Checking facts

- ✓ Did you say...?
- ✓ What was ... again?

Checking understanding

- ✓ What you're saying is that...
- ✓ Do you mean that...?

Asking for clarification

- ✓ I'm not quite clear about your last suggestion.
- ✓ I'm not quite sure I understand.
- ✓ Could you run it by me again?
- ✓ Could you clarify exactly what the problems were?
- ✓ Could I ask you to spell out some details?

Dealing with a misunderstanding

- ✓ No, it's not that we don't...
- ✓ We don't...
- ✓ What I'm saying is...
- ✓ That's not what I mean. What I mean is...



Resuming

- ✓ Actually, it doesn't matter – it's a bit off-topic right now.
- ✓ Anyway... sorry. I digressed a bit there.
- ✓ Let's get back to the main issue.

EXAMPLE DIALOGUE

A:...so things are looking good for the Q4 of this year. Are there any questions?

B: Yes, did you say that we are expecting 9% growth this year?

A: Yes, projected growth is expected to be around 9%, which is surprising considering things right now.

B: So what you're saying is that number should be lower.

A: Yes. It's not that we didn't expect growth this quarter. With all the supply problems and all the problems coronavirus has caused the projection was only about 5% until about 3 months ago.

B: I'm not quite sure I understand. We are still having supply problems and coronavirus is still causing problems. Why did they revise the number upwards?

A: Yes, but we have found ways to get more supplies domestically and the vaccination rates are increasing so the forecast was revised.

B: Where are we finding suppliers? Actually, it doesn't matter. Let's get back to the main issue.

YOUR TURN!

Tell your instructor about one of the following things. Don't give every detail but be vague enough so that your instructor can ask some questions for more information or clarification. Then, switch roles and practice confirming & clarifying.

1. Talk about a recent trip you took.
2. Talk about a usual day at work.
3. Talk about what you like to do on the weekend.
4. Say what you think about working from home vs. coming to the office.

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