**Solar Electric Technician Training**

**Module 8: Professional development**

**Exercise on good and bad communication**

**Task 1: Look at the following examples of email communication and identify which one is good and why.**

**Email 1:**

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| **Subject:** "Update on Project XYZ: Milestone 2 Achieved"  **Content:**  Dear Team,  I hope this email finds you well. I wanted to update you on the progress of Project XYZ. We have successfully completed Milestone 2 ahead of schedule, and the client is pleased with our work so far. Our next steps involve finalizing the design and preparing for the client review on September 1st. Please ensure all relevant documents are ready for the review meeting. If anyone has questions or needs assistance, feel free to reach out to me directly.  Best regards,  [Your Name] |

**Email 2:**

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| --- |
| **Subject:** "Update"  **Content:**  Hi,  Just a quick note to say that we finished the second part of the project.  Thanks.  [Your Name] |

The first one is better, because?

* The subject line is clear and specific, helping recipients understand the purpose of the email immediately.
* The content is structured, providing key information, next steps, and a call to action, ensuring everyone is informed and knows what to do next.

**Task 2: Look at the following examples of face-to-face communication**

**Example 1:**

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| **Scenario:** During a team meeting.  **Content:**  I think we should consider extending the deadline by a week to ensure we maintain the quality of the final deliverable. Does everyone agree? Let’s discuss the potential impacts and how we can communicate this to the client." |

**Example 2:**

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| **Scenario:** During a team meeting.  **Content:**  We’re not going to make the deadline. I don’t know what to do about it |

***Why the first example is better?***

* The speaker offers a constructive solution and invites input from the team, promoting collaboration and problem-solving.
* The poor practice statement is vague and negative, which can create confusion and lower team morale without offering a way forward.

**Task 3: Look at the following examples of a phone conversation**

**Example 1:**

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| **Scenario:** Following up on a request  **Content:**  Hello [Client’s Name],  I’m calling to follow up on the proposal we sent last week. I wanted to see if you had any questions or if there’s any additional information, we can provide to help you make a decision. We’re here to assist in any way we can |

**Example 2:**

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| **Scenario:** Following up on a request.  **Content:**  Hi, did you get our proposal? Let me know if you need anything. |

**Why the first example is better?**

* It includes a specific reference to the proposal and offers help, which shows attentiveness and professionalism.
* The second example is brief and lacks engagement, potentially leaving the client feeling unimportant.

**Task 4: Look at the following examples of giving feedback**

**Example 1:**

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| **Scenario:** Providing constructive feedback to a colleague.  **Content:**  I noticed that the report you submitted had some great insights, especially in the market analysis section. However, the data visualization could be clearer. I think adding some labels and a legend would make the charts easier to understand. Would you like to go over it together?" |

**Example 2:**

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| --- |
| **Scenario:** Providing feedback to a colleague.  **Content:**  Your report wasn’t clear. You need to fix it. |

**Why the first example is better?**

* It is specific, positive, and offers support, making the feedback constructive and motivating.
* The second example is poor because it is vague and critical without offering guidance, which can be discouraging.