

# Access Award in Business Skills

## Lesson 5 – Time Management and Communication Skills

# Time Management

- Time management is the process of planning and controlling the amount of time that is spent on specific activities, usually with the aim of increasing your efficiency or productivity
- Good time management enables you to meet your deadlines
- If you fail to meet your deadlines it can affect your colleagues
- For instance, if a colleague is relying on you to analyse expenses so that they can produce the accounts, you need to complete your work before they can complete their work

# Planning Aids

- **To do lists**
- **In tray**
- **Work diary**
- **Weekly work schedule**
- **Calendars**

# Communication Skills

- **Communication is the two-way interchange of information, ideas, facts and emotions by one or more persons**
- **Communication can either be in writing or verbal (spoken)**
- **However, much of our communication is actually non-verbal and transmitted through our 'body language' – for example, confident people make eye contact and stand in a certain way**
- **Language can either be formal or informal. In a business context we should use formal language, especially when dealing with external customers**

# Writing Business Emails

- **Emails are an effective way to communicate business information with both internal and external customers**
- **Business emails should have a clear subject line (explaining what the email is about) and be clear and concise, using short sentences in separate paragraphs**
- **If more detailed information needs to be communicated, attachments should be added to the email**

# Writing Business Letters

- **Business letters are normally used to communicate with external customers and should be clear, concise and written in formal language**
- **A set layout should be used for business letters**
- **Most organisations have a 'house style' – this is a set of guidelines as to how their letters should be presented**
- **Many organisations use 'template letters' – these are pre-prepared documents that staff can amend as necessary**

# Writing Business Letters

- If you do not know the name of the person you are writing to, you should use the opening salutation 'Dear Sir or Madam'
- If you know the name of the person you are writing to, you should use the opening salutation 'Dear Mr / Mrs / Miss / Ms' followed by their surname e.g. 'Dear Mr Groves'
- If you used 'Dear Sir or Madam' as your opening salutation, your closing salutation should be 'yours faithfully'
- If you used 'Dear Mr Groves' as your opening salutation, your closing salutation should be 'yours sincerely'

# Writing Business Reports

- **Business Reports are used to communicate information formally to both internal and external customers**
- **Reports are often lengthy documents which present lots of information in one document**
- **Reports should always follow a set structure; starting with a title page and contents page and followed by an introduction, the main body of the report, recommendations, a conclusion and appendices**



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# Verbal Communication Methods

**Telephone calls**

**Face-to-face meetings**

**Presentations**