



# Your Turn - Take Communication to the Next Level

*by Essential Skills*

Reflect on what you've learned in each module and answer each question related to the communication skill in the workplace. If you are not currently in a job, reflect on previous employment experiences. If you've never had a job, answer each question based on experience at school, home, or in a social setting.

- Find the Touchstone document you saved at the end of the last Challenge and open it.
- You'll find the questions below listed for Challenge 4.
- Complete your reflections and answers in the Touchstone document for Challenge 4.
- Save your work. (Remember, you'll submit the Touchstone after you complete Challenge 5.)

Question	Reflection/Answer
What specific challenges around communication have you had at work? How did those problems get resolved? How might you resolve them differently in the future?	
Describe a time when you had a communication challenge due to differences (cultural, age, language, etc.) with the other person (or people). How did you resolve them?	
When was the last time you had to have a difficult conversation with someone at work? Describe how that went. What would change about that conversation based on what you've learned?	
How do you think communicating in crisis is different than everyday communication? What did you learn from this module that might prepare you to communicate in crisis?	