

Effective Communication Skills in a 21st Century University Workplace

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Preamble – A short story

Q & A

**The Dilemma of the
Boss**

The School

The Church

The Apprentice Shop

The Law Court

Above

&

Below



The World as a Global Village

The Language

The Culture

The Competence

The Performance

Documenting

Representing

Projecting

Advertising

Rejection? Who do we Blame?



Who am I?

ROLES/RESPONSIBILITIES

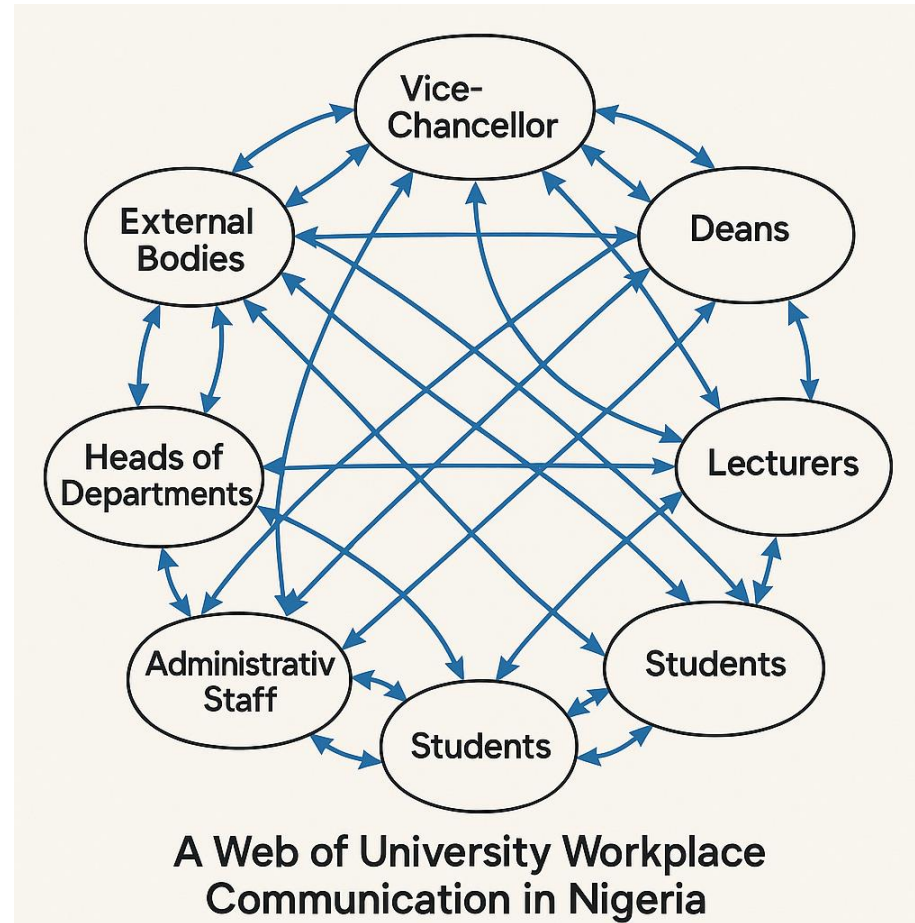
- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

QUALITIES/CHARACTERISTICS

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.



Knowledge Espoused



Effective Communication

WHAT IT IS

*clear,
accurate,
timely,
purposeful
exchange of information*

IMPORTANCE

1. *Enhances Teaching and Learning*
2. *Promotes Collaboration*
3. *Ensures Efficient Administration*
4. *Builds Strong Relationships*
5. *Reduces Conflict and Misunderstanding*
6. *Supports Innovation and Research*
7. *Improves Student Services*
8. *Strengthens Institutional Image*



Communication

VERBAL

spoken or written language to convey messages

- a. 1. Clarity and Articulation
- b. 2. Active Listening
- c. 3. Public Speaking
- d. 4. Feedback Giving and Receiving
- e. 5. Professional Writing
- f. 6. Negotiation and Persuasion:

NON-VERBAL

cues and signals sent without words, reinforcing or contradicting verbal messages

- a. 1. Body Language 2. Facial Expressions
- b. 3. Eye Contact 4. Tone of Voice
- c. 5. Appearance and Grooming
- d. 6. Proxemics (Use of Space)
- e. 7. Time Management



Written Communication Skills

COMPETENCE

1. Accuracy and Clarity **2. Professional Formatting**
3. Proficiency in Official Correspondence - Internal memos, Official letters (e.g., invitations, recommendations, notifications), Reports (e.g., departmental summaries, updates), Minutes of meetings **4. Email Etiquette** **5. Record Keeping and Documentation** **6. Confidentiality and Discretion** **7. Use of Office Software Tools** **8. Editing and Proofreading** **9. Internal and External Communication**

THE ENGLISH LANGUAGE

- *Content*
- *Organisation*
- *Expression*
- *Spelling*
- *Punctuation*
- *Grammar*



Digital Communication Tools

- a. **Email Platforms** – *Microsoft Outlook, and Gmail*
- b. **Instant Messaging and Collaboration Tools** – *Microsoft Teams, Slack, WhatsApp*
- c. **Video Conferencing Tools** – *Zoom, Google Meet, and Microsoft Teams*
- d. **Learning Management Systems (LMS)** – *Moodle, Canvas, Blackboard, Google Classroom*
- e. **Cloud Storage and File Sharing Platforms** – *Google Drive, Dropbox, OneDrive*
- f. **Project and Task Management Tools** – *Trello, Asana, Notion*
- g. **Social Media and Blogging Tools** – *LinkedIn, Facebook, WordPress*



A Biiiiig Conclusion

In the 21st-century
university workplace, **digital
communication tools are
not optional – they are
foundational.**



FINALLY

Observations

Comments

Suggestions

&

Thank You for Participating



UNIVERSITY OF FIRST CHOICE AND THE NATION'S PRIDE