

Professional Communication

COMMUNICATE CLEARLY, PROFESSIONALLY, AND EFFECTIVELY IN ACADEMIC SETTINGS

1. What is Professional Communication

Professional communication is the way individuals share information in a clear, respectful, and effective manner within academic and workplace settings. It includes emails, messages, presentations, and conversations.

Unlike casual communication, professional communication requires awareness of tone, structure, and purpose. The goal is not just to send a message, but to ensure it is understood correctly by the audience.

Strong professional communication focuses on:

- Clarity → Expressing ideas in a way that is easy to understand
- Respect → Using appropriate language and tone based on the situation
- Purpose → Clearly stating why you are communicating

2. Effects of Strong Professional Communication

Professional communication plays a critical role in both academic success and future career opportunities. The way you communicate can shape how others perceive your competence, reliability, and professionalism.

Key reasons why it matters:

- Builds credibility and trust → Clear and respectful communication shows that you are dependable and serious about your work.
- Prevents misunderstandings → Well-structured messages reduce confusion and ensure that expectations and responsibilities are clear.
- Strengthens relationships → Effective communication helps build positive relationships with professors, classmates, and colleagues.
- Improves collaboration → When communication is clear, tasks are completed more efficiently and collaboration becomes smoother.

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3. Common Communication Mistakes

1. Treating Emails Like Text Messages

The quickest way to lose credibility is using slang, text abbreviations (like "ur" or "tbh"), or lacking proper structure in a professional setting.

- The Mistake: "hey prof, missed class today, did I miss anything important?"
- The Fix: Always use a proper greeting ("Dear Professor [Last Name]"), use full sentences, and sign off professionally ("Best regards, [Your Name] & Student ID").

2. Vague Subject Lines (or None at All)

Professionals and professors receive hundreds of emails a day. An email with a blank subject line or just the word "Question" is likely to be ignored or lost.

- The Fix: Be highly specific. Use formats like: *"MKT 100 (Section 4): Question regarding Midterm Chapter 3."*

3. The "Ghosting" Habit in Group Work

In TRSM, you will do a lot of group work. Reading a message in the group chat but failing to reply creates anxiety and delays for everyone else.

- The Fix: Even if you don't have the final answer or can't do the work right that second, send an acknowledgment. A simple *"Seen! I am in class right now but will review this tonight by 8 PM"* builds massive trust with your peers.

4. Burying the "Ask"

Sending a massive block of text where the actual question is hidden at the very bottom forces the reader to work too hard to help you.

- The Fix: State the purpose of your message within the first two sentences. Put your core question on its own line or use bullet points to make it easy to scan.

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4. Best Practices for written communication

Before writing a message, consider who you are talking to. Put yourself in the reader's position and think about what information they need

Ways AI can Help Enhance Communication:

- Prepare for interviews → Practice common questions or role-specific ones; use the 'voice feature' on ChatGPT for realistic mock interviews.
- Refine an elevator → Pitch Input your skills, experiences, and goals; have AI draft or critique a short intro.
- Draft emails and messages → Give context to AI (mention who the message is directed to, and what you want the receiver to understand).
- Check grammar and spelling → Improves accuracy.
- Improve tone and clarity → Ensure messages sound professional (use tools like [Goblin AI](#) or [Quillbot](#)).
- Review and revise carefully → Always review AI-generated content to ensure it reflects your own voice, ideas, and accurate information.