



# Oral/Written Communication

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SCHOOL OF BUSINESS  

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UtahStateUniversity





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### Oral/Written Communication:

- Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside the organization
- Public speaking skills and ability to express ideas to others
- Can write/edit memos, letters, and complex technical reports clearly and effectively
- Ability to sell or influence others





## From Job Descriptions:

### Requirements:

- Displays excellent communication skills including presentation and negotiation skills required in working with guests, vendors, and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Exceptional organizational skills with the ability to adapt to changing assignments.
- Good verbal and written communication skills-ability to interface effectively with customers and employees
- Strong aptitude for understanding and associating data
- Ability to effectively communicate information with data





## From Job Descriptions (continued):

### Requirements:

- Experience with blogs, social media, marketing, and writing
- Great organizational skills with attention to detail
- Strong communication skills, both verbal and written
- Solid business presentation skills, articulating technical concepts clearly both visually and verbally.
- Excellent communication skills for interacting with and providing information to management levels will be needed





## verbal



CITE

A→あ



[**vur**-buh l]

Spell

Syllables

[Synonyms](#)

[Examples](#)

[Word Origin](#)

[See more synonyms on Thesaurus.com](#)

adjective

1. of or relating to words:  
*verbal ability.*
2. consisting of or in the form of words:  
*verbal imagery.*
3. expressed in spoken words; oral rather than written:  
*verbal communication; verbal agreement.*
4. consisting of or expressed in words (as opposed to actions):  
*a verbal protest.*



On the resume:

## WORK/VOLUNTEER EXPERIENCE

**Intern**, USU Department of Finance & Economics, Logan, UT Fall 2016

- Held weekly review sessions and office hours to help MBA students better understand financial concepts such as: time value of money, discounted cash flows, stock/ bond valuation, market efficiency, and net present value
- Managed multiple social media accounts and wrote articles for department's blog
- Trained three new interns in providing critical tutoring services to undergraduate finance and econ students

**SEED Intern**, DanPer, Trujillo, Peru Jan – May 2016

- Wrote business plans in English and Spanish, including marketing strategies for 7 potential owners
- Taught business principles and small enterprise courses to entrepreneurs
- Directed projects to assist 8-10 villagers in achieving a better life





In a resume:

## LEADERSHIP EXPERIENCE

**Social Media VP**, Huntsman Marketing Association, Logan, UT      Aug – Dec 2016

- As a member of Social Media Team, published inspirational quotes each week and contributed to new club blog
- Maintained Instagram and Snapchat accounts
- Authored articles for the ASUSU weekly activities e-newsletter





In an interview:

Explain a time when there was a breakdown of communications with one or more persons. How did you handle the situation? How did you mitigate the problem?

Tell me about a time that you were in a confrontational situation and how you handled it.

