

Mastering Concise Communication

How to Deliver a Professional 5-Minute Status Update

A Guide for Non-Native Speakers of English

BRITISH CHAMBER OF COMMERCE MYANMAR WEBINAR





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- Masters in Education
- 35 years experience in language education & corporate training
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ABOUT US

PROVIDE BUSINESS COMMUNICATION SKILLS TRAINING

- SMEs – Small & Midsize Enterprises
- Multinational Organizations
- Government Institutions

DESIGN & DELIVER SPECIALIZED TRAINING COURSES

- Specific Industries
- Specific Job Roles & Functions
- Specific Communication Tasks

USE MULTIPLE TRAINING DELIVERY FORMATS

- Face2Face Training
- Virtual / Online Training
- Webinar Training
- Interactive eLearning

BCC Myanmar Webinars
& NextGen Business
Communication
Training



WHO IS THE WEBINAR FOR?



Non-Native
English-
Speaking
Professionals



Upper-
Intermediate
Level of
English



Work in a
Global
Business
Environment



Employees,
Team
Leaders,
Managers

Get involved!

- Leave a question or comment in the chat box.
- Raise your hand.
- Unmute your microphone to ask a question or make a comment



Get
involved
now!

Say hello in the chat box now!

Agenda

01

A report vs a brief status update

02

Communication framework & language

03

What your manager expects

04

Language to avoid in status updates



a report vs a brief status update

Part One

Report vs Status Update

Report

- **Focus** - strategic & tactical – long-term strategy & plans
- **Objective** – provide insights and actionable data to drive decision making
- **Attendance** – senior management, key decision makers
- **Timeframe** – quarterly

Status Update

- **Focus** - operational – recent projects and tasks
- **Objective** - updates on execution, objectives, progress, challenges, requires support, etc.
- **Attendance** – line manager[s], local or regional colleagues
- **Timeframe** – weekly, biweekly

Projects vs Tasks:

Projects are longer and include various tasks often assigned to team members or regional teams.



Our Focus

Deliver a weekly or biweekly status update to a manager





Why it's important for you to deliver impactful status updates



Career development: This is an opportunity to:

- Impress decision-makers
- Demonstrate confidence & professionalism
- Communicate your contribution
- Show your potential by communication effectively

Communication framework & language

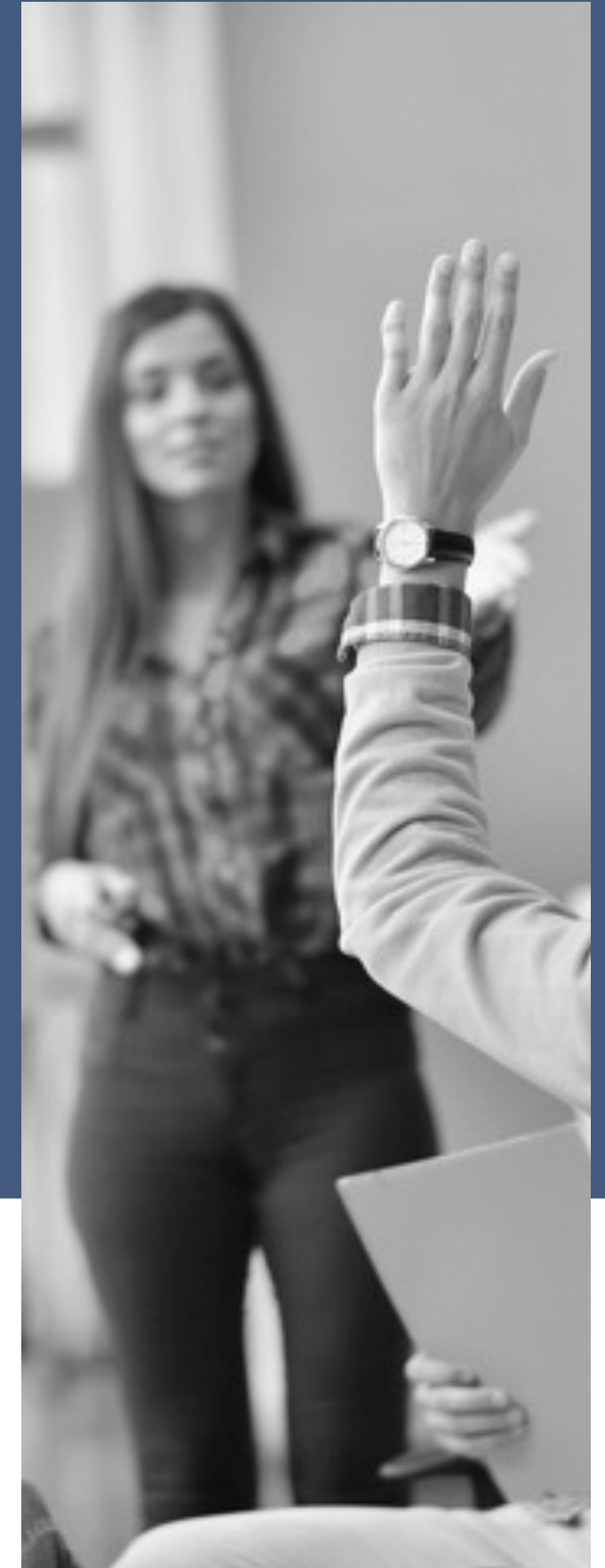
Part Two

Question

What are some things you need to communicate to a manager in a short, 5-minute status update?



Use the chat box to type your ideas.



Organize your update

“

I'll begin today by discussing the projects / tasks / tickets I'm currently working on and describing the current status of each.

Then, I'll highlight the challenges I'm facing and clarify the steps I'm taking to overcome those challenges.

After that, I'll focus on the support I need and outline how this will move these projects forward.

”



Question

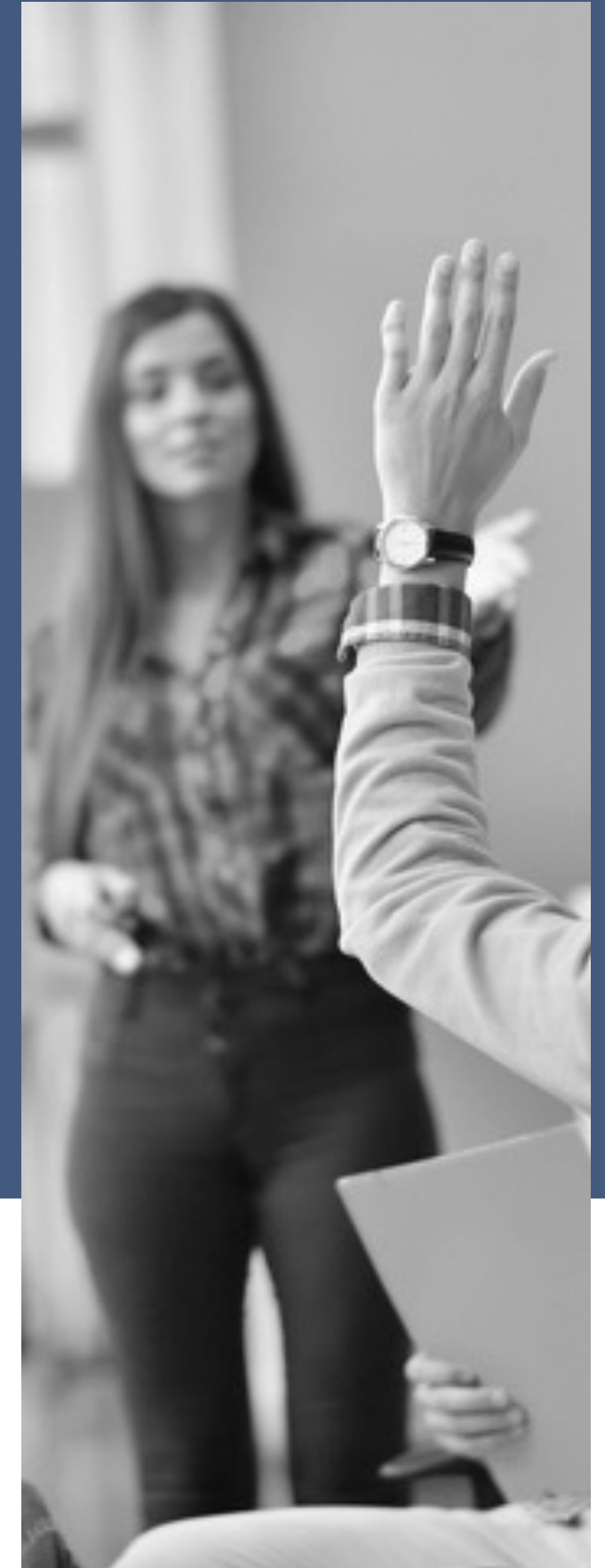
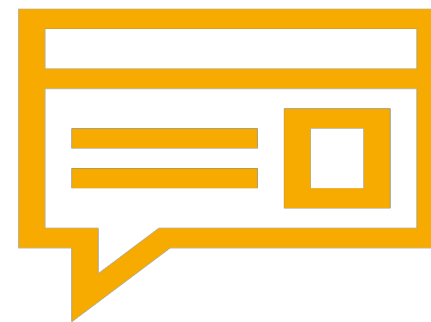
What do you like about this communication?

I'll begin today by discussing the projects / tasks / tickets I'm currently working on and describing the current status of each.

Then, I'll highlight the challenges I'm facing and clarify the steps I'm taking to overcome those challenges.

After that, I'll focus on the support I need and outline how this will move these projects forward.

Use the chat box to type your ideas.



Organize your update

“

I'll begin today by **discussing** the projects / tasks / tickets I'm currently working on and **describing** the current status of each.

Then, I'll **highlight** the challenges I'm facing and **clarify** the steps I'm taking to overcome those challenges.

After that, I'll **focus on** the support I need and **outline** how this will move these projects forward.

”

- Well-structured
- Strong verbs and a variety of language for credibility
- Use proactive language



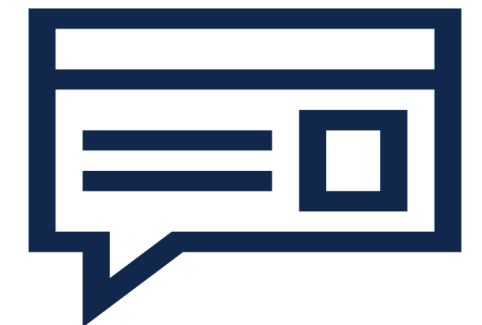


COMMUNICATION SCENARIO

How would you communicate this?

- Project
- update our website
 - increase our website traffic
 - more marketing leads – more revenue

Use the chat box to type your ideas.



Describe the task, objectives & benefits

“

I'm *working on* a project to update our website.
The *objective* is to increase our website traffic.
This *will allow us to* attract more marketing leads and
generate more revenue. ”

- Well-structured
- Concise, focused & relevant language
- Result-oriented language



Describe the task & the expected results

“

We're currently working on a project to upgrade our software.

When we've completed this project, we expect it to reduce our costs by around 15%. ”

- Well-structured
- Concise, focused & relevant language
- Result-oriented language



Describe the task, objectives, benefits & expected results

“

I'm working on a customer service project.
The objective of this project is to improve our customer experience.
This will allow us to improve our customer satisfaction scores and retain customers.
When this project is completed, we expect it to increase customer retention by between 15-20%

”

- Well-structured
- Concise, focused & relevant language
- Result-oriented language



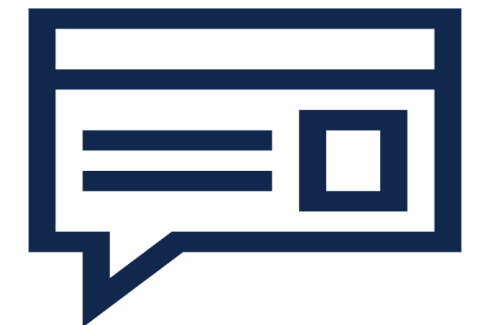


COMMUNICATION SCENARIO

How would you communicate this?

Project - deadline – May 29th
- finish – May 1st

Use the chat box to type your ideas.



Give a progress update Ongoing – ahead of schedule

“

The deadline for this project is May 29th.
We expect to finish it on May 1st, which means we are 4
weeks ahead of schedule. ”

- Well-structured
- Concise, focused & relevant language
- Includes details
- Comprehensive – provides all the information required



Give a progress update Ongoing – behind schedule

“

The deadline for this project is May 29th. Unfortunately, we're behind schedule. We expect to finish it on June 30th, which means we are 4 weeks behind schedule. ”

- Well-structured
- Concise, focused & relevant language
- Includes details
- Comprehensive – provides all the information required



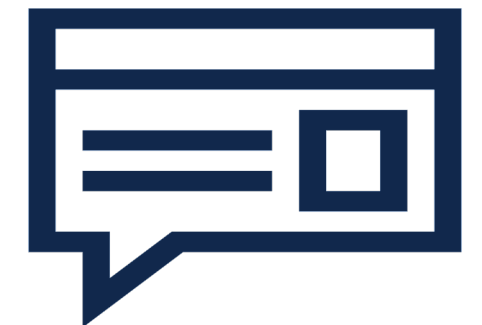


COMMUNICATION SCENARIO

How would you communicate a delay and your action?

- Project
- 70% completed – behind schedule
 - short of manpower.
 - outsourced some project work
 - complete this project by mid-June.

Use the chat box to type your ideas.



Explain delays & actions to get back on track

“

We've completed about 70% of this project, but we're slightly behind schedule because we are short of manpower.

So, I've outsourced some project work to our team in Hong Kong and by taking this action, I expect to complete this project by mid-June. [June 15th]

”

- Well-structured, concise, focused & relevant language
- Comprehensive – provides all the information required
- Proactive, result-driven language



Discuss setback & corrective actions

“

In terms of progress, we had a setback when one of our products failed a quality test. I took immediate steps to communicate with the customer and provide a short-term solution. By taking this action, I was able to resolve the issue and maintain a strong relationship with the customer. ”

- Well-structured, concise, focused & relevant language
- Comprehensive – provides all the information required
- Proactive, result-driven language



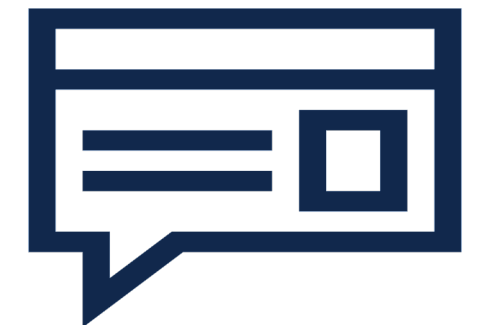


COMMUNICATION SCENARIO

How would you communicate about a budget?

- Project
- budget is US\$250,00
 - going to save 10%

Use the chat box to type your ideas.



Discuss the budget: Within budget

“

The budget allocation for this project is US\$15,000.

We're currently [operating] within our budget.

In fact, we expect to complete this project 10% under [the] budget, which means we'll save US\$1,500 of our budget. ”

- Well-structured
- Concise, focused & relevant language
- Comprehensive – provides all the information required



Discuss the budget: Over budget



The budget for this project is US\$10,000.
Unfortunately, we're currently [well] over our budget.
In fact, we are about 10% over budget right now.



- Well-structured
- Concise, focused & relevant language
- Comprehensive – provides all the information required





Summary

- ◆ Organize your update
- ◆ Describe objectives & benefits
- ◆ Describe objectives, benefits & expected results
- ◆ Progress update – ahead & behind schedule
- ◆ Explain delays and actions to get back on track
- ◆ Setbacks and corrective action
- ◆ Discuss budgets – within and over budget



Summary

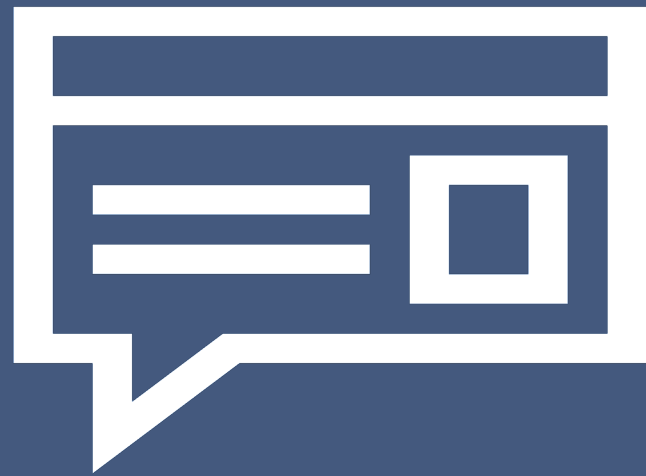
| | |
|--|---|
| Organize your update | <ul style="list-style-type: none"> • I'll begin by discussing / describing / explaining / focusing on ... • Then, I'll highlight / clarify / explain / outline ... • After that, I'll focus on / outline / explain / highlight |
| Describe objectives & benefits | <ul style="list-style-type: none"> • I'm working on [project / task / ticket] • The objective is to increase / reduce / upgrade / enhance / improve • This will allow us to / This will make it possible for us to |
| Describe objectives, benefits & expected results | <ul style="list-style-type: none"> • I'm working on [project / task / ticket] • When this project is completed, we expect it to increase / reduce / improve |
| Progress update – ahead of schedule | The deadline for this project is May 29th. We expect to finish it on May 1st, which means we are 4 weeks ahead of schedule. |
| Progress update – behind schedule | The deadline for this project is Unfortunately, we're behind schedule. We expect to finish it on ..., which means we are .. weeks behind schedule. |
| Explain delays and actions to get back on track | We've completed about 70% of this project, but we're slightly behind schedule because However, I've and by taking this action, I expect to complete this project by |
| Setbacks and corrective action | We had a setback when I took immediate steps to By taking this action, I was able to |
| Discuss budgets – Within budget | The budget allocation for this project is US\$250,000. We're currently within our budget. In fact, we expect to complete this project 10% under budget, which means we'll save US\$25,000 of our budget. |
| Discuss budgets – Over budget | The budget for this project is US\$250,000. Unfortunately, we're currently [well] over our budget. In fact, we are about 10% over budget right now. |

What your manager expects

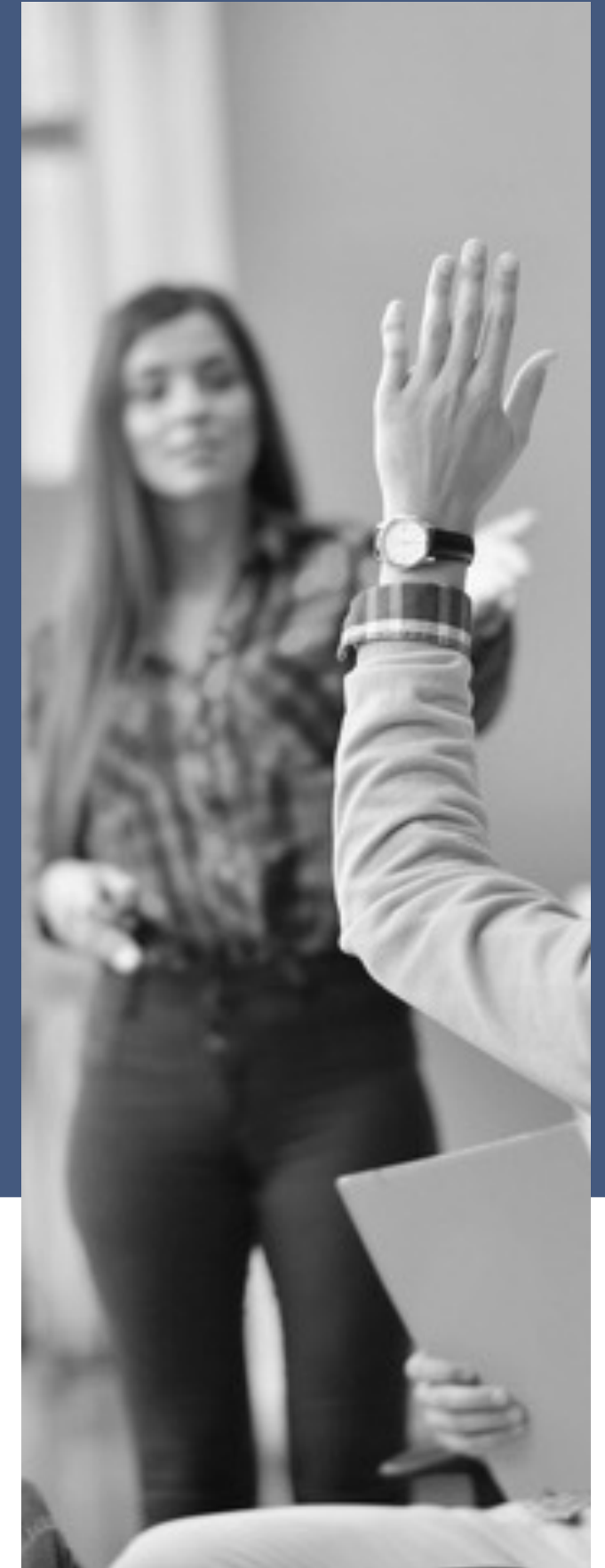
Part Three

Question

Based on what we've learned, what are some of the things a manager expects when you deliver your 5-minute status update?



Use the chat box to type your ideas.





What your manager expects?



Structure and organize your information, making it easy to follow for busy managers



What your manager expects?



Structure and organize your information, making it easy to follow for busy managers



Communicate concisely providing focused, relevant information



What your manager expects?



Structure and organize your information, making it easy to follow for busy managers



Communicate concisely providing focused, relevant information



Use proactive, result-driven and professional language



What your manager expects?



Structure and organize your information, making it easy to follow for busy managers



Communicate concisely providing focused, relevant information



Use proactive, result-driven and professional language



Be comprehensive, providing all the required information: don't leave anything out

Warning signal!

- If your manager needs to ask a lot of questions, you haven't communicated effectively!
- If your manager asks, "Is there anything else I need to know?" She doesn't trust you to provide a comprehensive update!



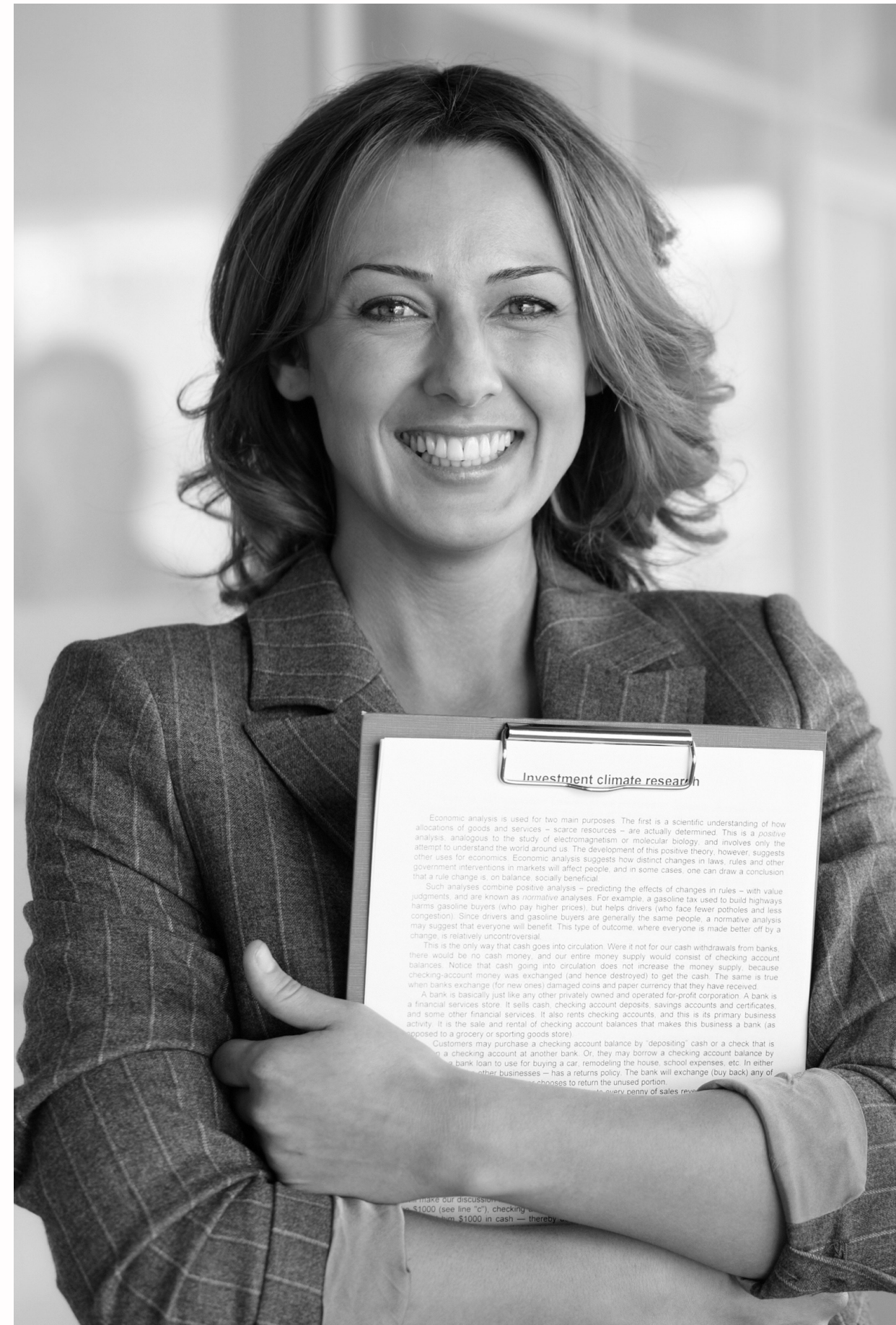
Language to avoid in status updates

Part Four



“

I hope we can complete this by Friday. ”



“

I hope we can complete this by Friday.”

”

“I expect to complete this task no later than Friday”.

“I plan to complete this task by Friday at the latest.”

“My plan is to complete this task on or before Friday.”



“

I think we can improve our customer service. ”

Maybe we can improve our customer service.



“

I think we can improve our customer service.”

“I’m confident we can improve our customer service”.

“I’m going to take steps to improve our customer service.”

“I’m going to make improving customer service a top priority.”



“

We can't complete
this project on
deadline. ”



“

We can't complete this project on deadline. ”

“We'll find it difficult to complete this project on deadline.”

“Completing this project on deadline is going to be a challenge.”

“We're going to have difficulty completing this project on deadline.”



“

After completing this project, our sales revenue only increase by 3%, which was terrible! ”



“

After completing this project, our sales revenue only increase by 3%, which was terrible! ”

“Unfortunately, our revenue only increased by 3% which was below our expectations. However, we have a plan to increase revenue in the next three months.”



“

After completing this project, our revenue was great!

”

“Unfortunately, our revenue only increased by 3% which was below our expectations. However, we have a plan to increase revenue in the next three months.”



“

After completing this project, our revenue was great!

”

“After completing this project, our revenue exceeded our expectations by 12%!”

“The results of this project were positive. Our revenue increased by 12%, which was above our original expectations!”



Key Takeaways

What are some of your key takeaways so far?



Something valuable that you can use immediately in your work.



Something that you didn't realize was really important.



Anything else that you'd like to share with others.



Q&A





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