

Case Study MT1.1_6

Language Style Adaptation in the Workplace

Total Duration: 30 minutes

Activity Instructions:

Scenario:

A project manager, Sarah, needs to communicate with different stakeholders throughout her workday, adapting her language style to suit each situation.

- 1. Sending an Email to a Senior Executive about a Budget Change:**
Sarah must inform the Senior Executive of a 10% increase in the project budget due to unforeseen circumstances. The email should be formal and professional, with a clear explanation of why the change was necessary.
- 2. Discussing Project Updates with the Internal Team During a Lunch Break:**
In this informal setting, Sarah discusses project updates and team challenges over lunch. The language should be conversational and relaxed, encouraging open feedback and ideas from the team.
- 3. Presenting Project Outcomes to a Client at the End of the Day:**
Sarah is delivering a formal presentation to the client, summarizing project progress and outcomes. The presentation needs to be structured and persuasive, ensuring the client is satisfied with the work done so far and confident about the next steps.

Group Task:

- 1. Divide Participants into Groups:**
Each group will focus on analyzing the appropriate language style for the three interactions described in the scenario.
- 2. Analyze Language Style:**
For each interaction (email to senior executive, discussion with the internal team, presentation to the client), participants should:
 - Identify the required language style: formal, informal, or persuasive.
 - Discuss tone, word choice, and sentence structure appropriate for each interaction.
- 3. Write Short Examples:**
Each group will write short examples of how Sarah should communicate in each context.

Attachment to MT
Task 2.3



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Examples should highlight the differences in tone, language style, and approach to ensure effective communication.

Example Breakdown:

- **Email to Senior Executive (Formal Language):**

Dear Mr. Thompson,

I would like to inform you that the project budget for the website redesign has increased by 10% due to unexpected costs related to software upgrades. This adjustment is essential to ensure the project's timely completion and the quality of the final deliverable. Please let me know if you would like further details or to discuss this matter in more depth.

Sincerely,

Sarah Johnson

Project Manager

- **Discussion with the Internal Team (Informal Language):**

Hey team, I wanted to go over the progress we've made on the project. We're doing great so far, but we've hit a few roadblocks with the software. Let's brainstorm some ideas on how to tackle these issues before the next phase starts.

- **Presentation to the Client (Persuasive Language):**

Good afternoon, everyone. I'm excited to share the progress we've made on the project so far. We've completed 80% of the work, and I'm confident that we're on track to deliver everything on time. I'd like to walk you through the key milestones and explain how our latest improvements will enhance the overall user experience.

Debrief Questions:

1. **How does the language style change between the three interactions?**

Discuss how the tone, sentence structure, and word choice shift based on the context, audience, and purpose of each interaction. Formality and the need for persuasion differ across these communications.

2. **What key elements did you include in each interaction to ensure the communication was effective?**

Consider the use of clear and respectful language in the email, a relaxed and open tone during the team discussion, and persuasive, structured language in the client presentation.