

Module 10: Workplace Communication & Professional Skills

Logistics & Supply Chain Management | Industry Readiness & Interview Skills



- **Why Communication Matters**

Communication acts as the operational backbone for global supply chains, fostering trust, reliability, and efficient information flow.

- **Learning Objectives**

Master stakeholder management, professional correspondence, conflict resolution, and standards for professional presence.

Session Duration: 3 Hours

Communication Skills in Logistics Operations

Standardized framework for operational clarity and stakeholder alignment

- **Standardized Communication Protocol**

Follow the structured flow: Situation → Relevant Facts → Required Action → Responsible Person → Expected Time → Confirmation.

- **Stakeholder Engagement**

Maintain transparency with Vendors, Warehouse teams, Transporters, and Customers through proactive and precise updates.

- **Practical Application**

Example: 'The shipment scheduled for today is delayed. I am checking the status with the transporter and will update you shortly.'

Clear communication builds accountability, optimizes throughput, and fosters trust across the supply chain.

Communicating Operational Problems Professionally

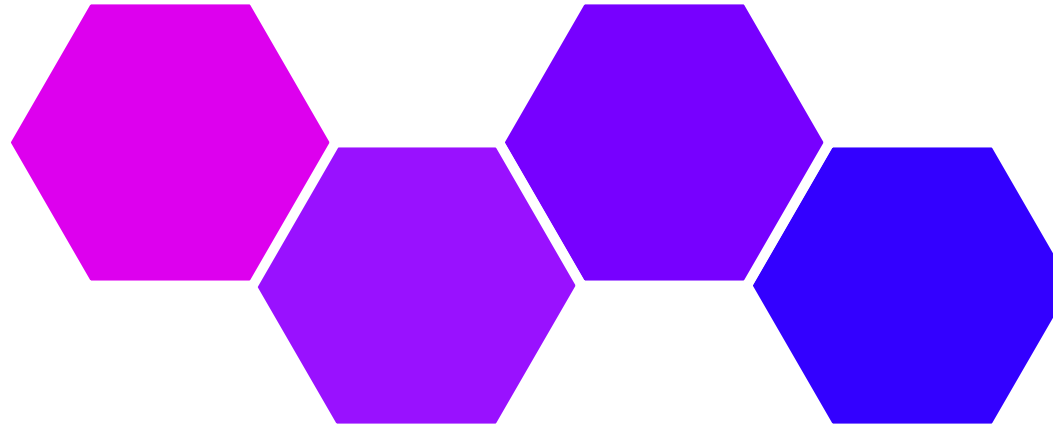
Effective frameworks for updates, clarification, and escalation

Operational Updates

State facts clearly with relevant metrics and set a clear timeline for your next status update.

Reporting Delays

Acknowledge commitments, explain the verified reason for the delay, and provide a firm, revised ETA.



Clarification Requests

Identify specific ambiguities and ask direct questions to avoid making incorrect assumptions.

Escalation Flow

Follow a structured path: identify, verify, act, assess impact, escalate, and track to closure.

Maintaining professional communication channels reduces ambiguity and accelerates issue resolution.

Writing Clear and Professional Workplace Emails

Mastering structure and best practices for effective communication



1

Subject Line

Use clear, descriptive, and specific lines to ensure the recipient understands the content immediately.

2

Greeting

Maintain a professional, respectful, and appropriate tone suited to the recipient.

3

Opening

State the specific purpose of your email right at the beginning.

4

Key Details

Include essential facts, such as PO numbers, dates, or shipment references.

5

Action Request

Define exactly what is needed and provide a clear deadline for the task.

6

Closing

Finish with a standard, professional sign-off.

Practical Email Writing for Logistics Professionals

Five Essential Templates to Streamline Communication



Delivery Delay

Proactively inform customers of delays while detailing ongoing coordination efforts.



Customer Update

Provide transparent, verified status updates and clear Estimated Times of Arrival (ETA).



Vendor Follow-Up

Maintain accountability by checking the status of pending Orders and Purchase Orders (PO).



Escalation

Report critical issues to supervisors with necessary context and impact analysis.



PO Confirmation

Ensure accuracy by verifying item details, quantities, pricing, and delivery schedules.

Professional Behaviour in Daily Operations

Foundational principles for operational excellence

Core Operational Standards



Punctuality

Commitment to being fully prepared and ready at the start of every shift.



Discipline

Strict adherence to established safety protocols and operational procedures.



Teamwork

Facilitating seamless handovers and proactive information sharing across teams.



Ownership

Taking full responsibility for tasks from start to finish and reporting errors immediately.



Problem Solving

Utilizing a fact-based approach to resolve operational challenges.



Attention to Detail

Ensuring precision in data entry, SKU verification, and quantity management.

EXCELLENCE IN DAILY EXECUTION

Staying Effective Under Workplace Pressure

Strategies for Logistics Management



- **Pressure Management**

Maintain composure by focusing on objective data and prioritizing tasks based on operational impact.

- **Shift Readiness**

Ensure a smooth start by reviewing system alerts, pending task queues, and verifying necessary system access credentials.

- **Teamwork & Handover**

Utilize standardized checklists to communicate pending orders, current delays, and stock status to incoming team members.

- **Operational Scenario**

For high-priority dispatches remaining at shift-end, verify current status, notify the supervisor, and ensure a structured, clear handover of responsibilities.

Presenting Yourself Professionally

Key standards for professional conduct and communication



Professional Dress

Maintain a role-appropriate, clean, and safety-compliant appearance.



Body Language

Practice attentive posture and active listening to engage with others.



Eye Contact

Utilize natural and culturally appropriate engagement during interactions.



Telephone Etiquette

Ensure clear identification, active listening, and concise messaging.



Introductions

Clearly state your name, background, and skills to demonstrate readiness.

Professional Communication Role-Play Activity

Practice scenarios to enhance operational communication skills

- **Vendor Follow-Up**

Conducting status checks on pending orders to ensure timelines remain on track.

- **Warehouse Quantity Mismatch**

Engaging in collaborative fact-finding to resolve inventory discrepancies.

- **Transporter Delay**

Verifying logistics data, current location, and revised ETAs for shipments.

- **Customer Update**

Proactively managing client expectations through transparent communication during delays.

- **Assessment Criteria**

Focus on concise language, operational accuracy, escalation protocols, and a solution-oriented tone.

Workplace Communication & Professional Skills – Recap

Summary of key takeaways and core operational principles



- **Communication Foundations**

Review of communication pillars, email structural basics, and behavioral standards.

- **Practical Application**

Hands-on drafting exercises for sensitive professional correspondence and challenging scenarios.

- **Interview Readiness**

Training on handling pressure, mastering escalation protocols, and refining self-introductions.

Professionalism remains the primary driver of trust and reliable operational outcomes.