

For this communication project, I created a detailed script for our Emergency Committee to go along with a video for new hires. The creation of the script included detailing our office's emergency procedures and writing out the dialogue for the actors and narrators in the video.

During this project, I have acquired additional professional skills that have enhanced my work performance. I have learned how to properly collaborate with a fellow coworker on implementing office policies through a creative activity. I have gained a stronger understanding of when to utilize interpersonal communication and professional communication within an office setting. When constructing the outline for the Emergency Committee's script, I was able to carefully consider the correct moments for interpersonal communication versus incorporating a more serious and professional tone. In doing so, I have gained a certain balance within the work atmosphere in both forms of communication. I was able to collaborate on how to best articulate our office policies and why these procedures are essential for staff safety. I have mastered my time management with due dates, deadlines and meetings to touch base on the progress of the project. I was able to prepare for these meetings and communicate effectively about necessary changes and outstanding ideas to enhance the overall result. By completing this project, I can communicate more efficiently about these important emergency procedures within our office and spread any awareness to new or unaware employees. Working with a coworker on this project significantly improved my communication, as we divided the work very fairly and demonstrated understanding of each other's ideas and creative input. My active listening skills improved within the meetings and by collaborating with my coworker to ensure the best results.

Outside of this creative endeavor, I have exemplified additional communication skills within my position. An opportunity for professional communication presented itself when two fellow coworkers needed mediation and conflict-resolution. I was able to serve as a neutral mediator and diminish the evident tension within the office, by using professional means of communication and being fair to both parties. Additionally, I made a supervisor aware of this situation to ensure that this scenario did not need to be escalated or looked into further. This was certainly a great moment for me as a professional communicator and my focus was only on problem-solving and de-escalation.

All of these skills will be highly useful in my future career endeavors. The ability to collaborate with my office peers in this job will prepare me for future collaborative projects and how to best divide and conquer. Also, knowing when to use interpersonal means of communication versus strictly professional communication will be essential to cultivate an appropriate culture within any future company. My punctuality has improved by working on this project and punctuality is a necessary trait for any job position, as in future jobs I can ensure that I am dependable and reliable. Additionally, the situation that needed de-escalation has prepared me for future misunderstandings and I feel better prepared to handle conflict-resolutions within a work setting by serving as a fair mediator, if necessary.

As a result of focusing on improving my communication skills, I am more confident and better prepared to demonstrate excellent communication skills in my future career endeavors.

**Example of Script Contribution:** Below, I have included portions of the script that I personally worked on and am proud of its end result. I wrote the introduction and conclusion and I am proud to have put a strong emphasis on safety as a top priority and most importantly, our office's value of teamwork. Also, I have included a portion I personally wrote on client behavior and the bystander situation. I am proud of my contribution and how I articulated the best and the different course of actions for these scenarios. I think the idea for a trigger warning and a graphic of the 3 D's will be a great addition to the final video.

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## **Introduction**

**NARRATOR:** Welcome to our Emergency Procedures Overview and Employee Safety training. Emergencies are unpredictable, but with practice and understanding our office's procedures, you can be confident while quickly handling emergencies in stressful situations. It's important to have these skills so you can have the proper muscle memory to handle these situations when they come up. Safety is our top priority and the following safety techniques will ensure the security of our staff members. During this training, we will review evacuation procedures, emergency procedures for a variety of situations, where you can find related resources, and our recommendations for how you can continue to prepare for the unpredictable emergencies.

## **SCENE 2: BYSTANDER**

*Action A: An employee is a bystander and assesses the situation to determine if they can be of assistance. They seek out other employees to form a group to help cease the escalated situation and provide emotional support to the victim.*

**NARRATOR (voiceover A):** If you are a bystander in an escalated situation, you'll want to consider the following: Assess your ability to effectively assist the victim; can you help in a way that is effective and safe? Secondly, form a group to de-escalate the situation. There is a lot less risk when confronting inappropriate behaviors when in a group. If necessary, you can leave and come back with a couple of other staff members to create a secure group environment. Lastly, be sure to care for the victim. Please make sure that the victim is in good-health and make sure that they receive any support necessary, whether that is emotional or physical. If they are in need of additional resources, work with your manager to ensure they receive additional support.

*Action B: An employee is a bystander of an escalated situation and decides that they need to intervene. They distract the client by causing a commotion and help the employee safely remove themselves from the situation.*

**NARRATOR (voiceover B):** Sometimes the best approach as a bystander is to make a direct intervention. In this case-scenario, follow the 3 D's configuration. You can distract the client and assist the employee in removing themselves from the harmful situation. The second option is to delegate and have one person distract the client while you or someone else helps the staff member. Lastly, there is the option for direct confrontation to stop the situation from escalating further. If you are going to call out the client's behavior, be clear, direct, and professional and keep safety as your top priority.

*Action A: Add 3D's as a list on the screen. Add trigger warning and option to skip.*

## **Ending**

**NARRATOR:** The Emergency Preparedness and Office Continuity committee is here to help you prepare for any possible emergency. If you have any questions or concerns about emergency preparedness or office continuity in our office, please reach out to your team's committee member. Thank you for watching and complying with our standard emergency office procedures. Remember that we are a team and stay safe!