

## **Reflection Papers & Class Presentations (Course Evidence) – Brooke Holloway**

**Program:** MSW, Southern Adventist University

**Competency:** 1.4 Professional Oral & Written Communication Skills

**Description of Evidence:** This document includes representative examples of professional written communication (reflection-style academic writing) and professional oral communication (presentation outline/script) produced in an MSW learning context. It is intended to demonstrate clear, organized, and professional communication.

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### **Part A: Written Communication Sample (Reflection-Style)**

Professional communication in social work requires clarity, organization, appropriate tone, and attention to ethics. In my MSW coursework, I practiced writing in a manner that demonstrates respect for client dignity, professionalism in language, and a commitment to evidence-informed practice. I focused on using structured paragraphs, precise wording, and a neutral tone to communicate ideas clearly, especially when discussing complex topics or system-level issues.

I also strengthened my ability to communicate professionally with peers and instructors through collaborative projects. Group work required me to provide clear feedback, summarize decisions accurately, and maintain respectful communication even when perspectives differed. These experiences reinforced that professional writing is not just “good grammar,” but the ability to communicate responsibly, accurately, and ethically.

Finally, I learned to connect professional writing to professional action. When writing reflections or assignments, I practiced translating concepts (ethics, systems, justice) into real-world practice behaviors. This strengthened my ability to communicate in a way that supports professional accountability and promotes effective service delivery.

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### **Part B: Oral Communication Sample (Presentation Outline / Script)**

**Presentation Title:** Communicating Professionally in Advanced Social Work Practice

**Audience:** MSW peers/instructor

**Purpose:** Demonstrate professional oral communication through structured delivery and clear messaging.

#### **Opening (30 seconds):**

“Today I’m sharing how professional communication supports ethical practice and

effective teamwork. I'll briefly define what professional communication looks like in social work and provide examples of how I applied it during graduate-level learning activities."

**Key Point 1: Clarity and Organization (1 minute):**

"Professional communication begins with clarity—using organized points, avoiding vague language, and making the purpose of the message easy to understand. In practice, this reduces confusion and supports accountability."

**Key Point 2: Professional Tone and Audience Awareness (1 minute):**

"Tone matters. In social work settings, communication should be respectful, neutral, and appropriate for the audience. I practiced presenting ideas in a way that was direct but collaborative, especially in group settings."

**Key Point 3: Ethics and Confidentiality (1 minute):**

"Ethical communication means being mindful about what details are shared and how information is framed. In learning activities, I practiced discussing practice scenarios in a way that protected privacy and avoided harmful assumptions."

**Closing (30 seconds):**

"In summary, professional oral communication requires structure, tone awareness, and ethical attention to how information is delivered. These skills strengthen collaboration and improve outcomes across client and system interactions."