

## COMMUNICATION SKILLS

**UNIT CODE:** AQ/CU/AM/BC/01/4/B

### Relationship to Occupational Standards

This unit addresses the unit of competency: Demonstrate communication skills

**Duration of Unit:** 20 Hours

### Unit Description

This unit describes the competencies required to lead in the dissemination and discussion of ideas, information and issues in the workplace.

### Summary of Learning Outcomes

1. Obtain and convey workplace information
2. Complete relevant work-related documents
3. Communicate information about workplace processes
4. Lead workplace discussion
5. Identify and communicate issues arising in the workplace

### Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Obtain and convey workplace information	<ul style="list-style-type: none"><li>• Communication process</li><li>• Modes of communication</li><li>• Medium of communication</li><li>• Effective communication</li><li>• Barriers to communication</li><li>• Flow of communication</li><li>• Sources of information</li><li>• Types of questions</li><li>• Organizational policies</li><li>• Workplace etiquette</li><li>• Ethical work practices in handling communication</li></ul>	<ul style="list-style-type: none"><li>• Observation</li><li>• Interview</li><li>• Third party reports</li></ul>
2. Complete relevant work-related documents	<ul style="list-style-type: none"><li>• Types and purposes of workplace documents and forms</li></ul>	<ul style="list-style-type: none"><li>• Observation</li><li>• Interview</li><li>• Third party reports</li></ul>

	<ul style="list-style-type: none"> <li>• Methods used in filling forms and documents</li> <li>• Recording workplace data</li> <li>• Process of distributing workplace forms and documents</li> <li>• Report writing</li> <li>• Types of workplace reports</li> </ul>	
3. Communicate information about workplace processes	<ul style="list-style-type: none"> <li>• Communication process</li> <li>• Modes of communication</li> <li>• Medium of communication</li> <li>• Effective communication</li> <li>• Barriers to communication</li> <li>• Flow of communication</li> <li>• Sources of information</li> <li>• Organizational policies</li> <li>• Organization requirements for written and electronic communication methods</li> <li>• Report writing</li> <li>• Effective questioning techniques (clarifying and probing)</li> <li>• Workplace etiquette</li> <li>• Ethical work practices in handling communication</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Interview</li> <li>• Portfolio</li> </ul>
4. Lead workplace discussion	<ul style="list-style-type: none"> <li>• Methods of discussion e.g. <ul style="list-style-type: none"> <li>✓ Coordination meetings</li> <li>✓ Toolbox discussion</li> <li>✓ Peer-to-peer discussion</li> </ul> </li> <li>• Solicitation of response</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Interview</li> <li>• Third party reports</li> </ul>
5. Identify and communicate issues arising in the workplace	<ul style="list-style-type: none"> <li>• Identification of problems and issues</li> <li>• Organizing information on problems and issues</li> <li>• Relating problems and issues</li> <li>• Communication barriers affecting workplace discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Interview</li> <li>• Portfolio</li> </ul>

### **Suggested Delivery Methods**

- Discussion
- Role play
- Brainstorming

### **Recommended Resources**

- Desktop computers/laptops
- Internet connection
- Projectors
- Telephone
- Report writing templates

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