

## BASIC UNITS OF LEARNING

### COMMUNICATION SKILLS

**UNIT CODE: ENG/CU/AUT/BC/1/6**

#### **Relationship to Occupational Standards**

This unit addresses the unit of competency and meets the requirements specified by the Occupational Standards: **Demonstrate communication skills.**

**Duration of Unit:** 40 hours

#### **Unit Description**

This unit covers the competencies required in meeting communication needs of clients and colleagues and developing, establishing, maintaining communication pathways and strategies. It also covers competencies for conducting interview, facilitating group discussion and representing the organization in various forums.

#### **Summary of Learning Outcomes**

1. Meet communication needs of clients and colleagues.
2. Develop communication strategies
3. Establish and maintain communication pathways
4. Promote use of communication strategies
5. Conduct interview
6. Facilitate group discussion
7. Represent the organization

#### **Learning Outcomes, Content and Suggested Assessment Methods**

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>

<p>1. Meet communication needs of clients and colleagues.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Communication process</li> <li><input type="checkbox"/> Modes of communication</li> <li><input type="checkbox"/> Medium of communication</li> <li><input type="checkbox"/> Effective communication</li> <li><input type="checkbox"/> Barriers to communication</li> <li><input type="checkbox"/> Flow of communication</li> <li><input type="checkbox"/> Sources of information</li> <li><input type="checkbox"/> Organizational policies Organization</li> <li><input type="checkbox"/> requirements for written and</li> <li><input type="checkbox"/> electronic communication methods</li> <li>Report writing Effective questioning techniques (clarifying and probing)</li> <li><input type="checkbox"/> Workplace etiquette</li> <li><input type="checkbox"/> Ethical work practices in handling communication</li> <li>Active listening</li> <li><input type="checkbox"/> Feedback</li> <li><input type="checkbox"/> Interpretation Flexibility in communication</li> <li><input type="checkbox"/> Types of communication strategies</li> <li><input type="checkbox"/> Elements of communication strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Written</li> <li>• Oral</li> </ul>
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<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
<p>2. Develop communication strategies</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Dynamics of groups</li> <li><input type="checkbox"/> Styles of group leadership</li> <li><input type="checkbox"/> Openness and flexibility in communication skills relevant to client groups</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Observation</li> <li><input type="checkbox"/> Written</li> </ul>
<p>3. Establish and maintain communication pathways</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Types of communication pathways</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written</li> <li><input type="checkbox"/> Observation</li> </ul>
<p>4. Promote use of communication strategies</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Application of elements of communication strategies</li> <li><input type="checkbox"/> Effective communication techniques</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written</li> <li><input type="checkbox"/> Observation</li> </ul>
<p>5. Conduct interview</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Types of interview</li> <li><input type="checkbox"/> Establishing rapport Facilitating resolution of issues</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Written</li> <li><input type="checkbox"/> Observation</li> </ul>

	<input type="checkbox"/> Developing action plans <input type="checkbox"/>	
6. Facilitate group discussion	<input type="checkbox"/> Identification of communication needs <input type="checkbox"/> Dynamics of groups <input type="checkbox"/> Styles of group leadership <input type="checkbox"/> Presentation of information <input type="checkbox"/> Encouraging group members participation <input type="checkbox"/> Evaluating group <input type="checkbox"/>	<input type="checkbox"/> Written <input type="checkbox"/> Observation
<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
	communication strategies	
7. Represent the organization	<input type="checkbox"/> Presentation techniques <input type="checkbox"/> Development of a presentation <input type="checkbox"/> Multi-media utilization in presentation <input type="checkbox"/> Communication skills relevant to client groups <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Written</li> </ul>

### **Suggested Delivery Methods**

- Interview
- Role playing
- Observation

### **Recommended Resources**

- Desktop computers/laptops
- Internet connection
- Projectors
- Telephone