COMMUNICATION SKILLS

UNIT CODE: ENG/CU/EI/BC/01/4/A

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	- Communication process - Modes of communication - Medium of communication - Effective communication - Barriers to communication - Flow of communication - Sources of information - Types of questions - Organizational policies - Workplace etiquette - Ethical work practices in handling communication	- Observation - Interview - Third party reports
2. Complete relevant work-related documents	- Types and purposes of workplace documents and forms - Methods used in filling forms and	- Observation - Interview - Third party reports

	documents		
	• Recording workplace data		
	• Process of distributing workplace forms and documents		
	• Report writing		
	• Types of workplace reports		
3. Communicate information about workplace processes	• Communication process • Modes of communication • Medium of communication • Effective communication • Barriers to communication • Flow of communication • Sources of information • Organizational policies • Organization requirements for written and electronic communication methods • Report writing • Effective questioning techniques (clarifying and probing) • Workplace etiquette • Ethical work practices in handling communication	• Observation • Interview • Portfolio	

4. Lead workplace discussion	• Methods of discussion e.g.
	    ✓ Coordination meetings
	    ✓ Toolbox discussion
	    ✓ Peer-to-peer discussion
	 • Solicitation of response
		• Observation
		 • Interview
		 • Third party reports	

5. Identify and communicate issues arising in the workplace	• Identification of problems and issues • Organizing information on problems and issues • Relating problems and issues • Communication barriers affecting workplace discussions	• Observation • Interview • Portfolio	

Suggested Delivery Methods

- Discussion
- Role play
- Brainstorming

Recommended Resources

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