

## UNDERTAKE BUSINESS COMMUNICATION

**UNIT CODE: BUS/OS/HRM/CR/05/5**

### Unit Description

This unit specifies the competencies required to undertake business communication. It includes identifying forms of business communication, identifying the HR communication process, implementing organizational policies on communication, safeguarding confidentiality in HR communication, managing communication on social media platforms and communication records, managing HR correspondences and taking minutes and writing reports.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Identify forms of business communication	1.1 Business communication is defined 1.2 Importance of business communication is identified 1.3 Forms of business communication are analysed 1.4 Means of communications are identified

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<p>2. Identify the HR communication process</p>	<p>2.1 Communication cycle is defined</p> <p>2.2 <i><b>Communication types</b></i> (upward, down-ward and horizontal) are identified</p> <p>2.3 Communication within the organization is identified</p> <p>2.4 Communication outside the organization is identified</p> <p>2.5 Communication barriers are identified</p>
<p>3. Align response time to service charter</p>	<p>3.1 Familiarize with the organization service charter.</p> <p>3.2 Communication is done in line with the service charter</p> <p>3.3 Communication response time is reviewed as per the SOPs</p> <p>3.4 Recommendations to management are identified</p>

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<p>4. Implement policies on communication</p>	<p>4.1 Familiarize with the organization policies on communication</p> <p>4.2 Internal and external channels of communication within the organization are identified</p> <p>4.3 The roles and responsibilities of HR in the communication process are identified</p> <p>4.4 Receiving and dissemination of information is done in line with SOPs</p> <p>4.5 Implementation of the communication process is monitored and reviewed</p>
<p>5. Safeguard confidentiality in HR communication</p>	<p>5.1 Familiarize with the organization policy on confidentiality of information.</p> <p>5.2 <i><b>Physical securing</b></i> of information during the</p>

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	<p>communication process is done.</p> <p>5.3 Decorum is observed.</p> <p>5.4 Monitor how information circulation is handled within the organization.</p> <p>5.5 Sensitize employees on safeguarding confidentiality of information and records.</p> <p>5.6 Challenges of safeguarding confidentiality in HR communication are identified</p>
<p>6. Manage communication on Social Media Platforms</p>	<p>6.1 Organization human resource social media requirements are identified.</p> <p>6.2 Initiate development and review of social media policies and procedures components on HR.</p> <p>6.3 Select the social media platforms that meet the needs of the organization.</p>

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	<p>6.4 Source for content, both internal and external, for use on social media platforms.</p> <p>6.5 Create opportunities to attract social media users.</p> <p>6.6 Respond to customers in timely manner directing them to relevant information as required according to social media policies and procedures</p> <p>6.7 Update of the social media account to maximise effectiveness</p> <p>6.8 Enforce adherence to legal and ethical practices. Track social media activities using social media monitoring tools</p> <p>6.9 Report the social media engagements to management for implementation</p>

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<p>7. Manage human resource correspondences</p>	<p>7.1 Familiarize with the human resource manuals on correspondence</p> <p>7.2 Incoming (internal or external) and outgoing (internal or external) correspondences are obtained in line with the SOPs</p> <p>7.3 Correspondence sorted in line with the SOPs</p> <p>7.4 Action taken on correspondences in line with the SOPs</p>
<p>8. Minute taking</p>	<p>8.1 Meeting documents are identified</p> <p>8.2 Agenda of a meeting is prepared</p> <p>8.3 Notice of a meeting is prepared</p> <p>8.4 Minutes of a meeting and formats are discussed</p>

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9. Write report	5.1 Importance of reports in HR functions is discussed 5.2 Forms and types of reports are identified 5.3 Formats of reports are discussed 5.4 Reports are prepared

### **RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

<b>VARIABLE</b>	<b>RANGE</b>
<i><b>Physical securing</b></i> May include but not limited to:	1.1 Burglar proof doors 1.2 Padlocks 1.3 Cabinets
Communication types May include but not limited to:	1.1 Up-ward 1.2 Down-ward 1.3 Horizontal

## **REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

### **Required Skills**

The individual needs to demonstrate the following skills:

- Communication
- Data analysis and presentation
- Listening
- Leadership
- Time management
- Conflict management and resolutions
- Budgeting
- Decision making
- Interpersonal relations
- Analytical skills
- Negotiation
- Computer application
- Organization
- Record management
- Reading

### **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Workplace procedures
- Human resource procedures and manuals
- Record management function
- Work planning and documentation
- Dispute resolution process
- Legislations, policies and regulations



- Communication processes

### **EVIDENCE GUIDE**

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the individual demonstrated:</p> <ol style="list-style-type: none"> <li>1.1 Ability to process communication</li> <li>1.2 Ability to maintain records.</li> <li>1.3 Ability to safeguard confidentiality of information</li> <li>1.4 Ability to manage correspondences</li> <li>1.5 Ability to use social media.</li> <li>1.6 Ability to identify forms of business communication</li> <li>1.7 Ability to prepare meeting minutes</li> <li>1.8 Ability to write report</li> </ol>
<p>2. Resource implications</p>	<p>The following resources MUST be provided:</p> <ol style="list-style-type: none"> <li>1.1 Human resource polices, guidelines and regulations strategic plans</li> <li>1.2 HR manuals</li> <li>1.3 Work plans and programmes/schedules</li> <li>1.4 Organization policies and procedures</li> </ol>
<p>3. Method of assessment</p>	<p>Competency may be assessed through:</p> <ol style="list-style-type: none"> <li>3.1 Written</li> <li>3.2 Oral questions</li> <li>3.3 Review of portfolios</li> <li>3.4 Case study analysis</li> <li>3.5 Demonstration</li> </ol>

	3.6 Project
4. Context for assessment	Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)
5. Guiding information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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