

COMMUNICATION SKILLS

UNIT CODE:SEC/CU/CS/BC/01/5/A

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Demonstrate Communication Skills

Duration of Unit: 25 hours

Unit Description

This unit covers the competencies required to demonstrate communication skills. It involves meeting communication needs of clients and colleagues, contributing to the development of communication strategies, conducting workplace interviews, facilitating group discussions and representing the organisation.

Summary of Learning Outcomes

1. Meet communication needs of clients and colleagues
2. Contribute to the development of communication strategies
3. Conduct interviews
4. Facilitate group discussions
5. Represent the organization

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Meet communication needs of clients and colleagues	<ul style="list-style-type: none"><input type="checkbox"/> Communication process<input type="checkbox"/> Modes of communication<input type="checkbox"/> Medium of communication<input type="checkbox"/> Effective communication<input type="checkbox"/> Barriers to communication<input type="checkbox"/> Flow of communication<input type="checkbox"/> Sources of information<input type="checkbox"/> Organizational policies<input type="checkbox"/> Organization requirements for written and electronic communication methods<input type="checkbox"/> Report writing<input type="checkbox"/> Effective questioning techniques (clarifying and probing)<input type="checkbox"/> Workplace etiquette	<ul style="list-style-type: none"><input type="checkbox"/> Interview<input type="checkbox"/> Third party reports<input type="checkbox"/> Written texts

	<input type="checkbox"/> Ethical work practices in handling communication <input type="checkbox"/> Active listening <input type="checkbox"/> Feedback <input type="checkbox"/> Interpretation <input type="checkbox"/> Flexibility in communication	
2. Contribute to the development of communication strategies	<input type="checkbox"/> Dynamics of groups <input type="checkbox"/> Styles of group leadership <input type="checkbox"/> Openness and flexibility in communication <input type="checkbox"/> Communication skills relevant to client groups	<input type="checkbox"/> Written <input type="checkbox"/> Observation
3. Conduct interviews	<input type="checkbox"/> Types of interview <input type="checkbox"/> Establishing rapport <input type="checkbox"/> Facilitating resolution of issues <input type="checkbox"/> Developing action plans	<input type="checkbox"/> Written <input type="checkbox"/> Observation
4. Facilitate group discussions	<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 communication strategies	<input type="checkbox"/> Written <input type="checkbox"/> Observation
5. 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"/> Observation <input type="checkbox"/> Written

Suggested Methods of Instruction

- Role playing
- Viewing of related videos

Recommended Resources

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