REPUBLIC OF KENYA

COMPETENCY BASED MODULAR CURRICULUM

FOR

AGRICULTURAL ENGINEERING

KNQF LEVEL 6

(CYCLE 3)

PROGRAMME ISCED CODE: 0716 554 A

TVET CDACC
P.O. BOX 15745-00100
NAIROBI

COMMUNICATION SKILLS

UNIT CODE: 0031 441 01A

TVET CDACC UNIT CODE: ENG/CU/AGR/BC/02/5/MA

UNIT DURATION: 40 Hours

Relationship to Occupational Standards

This unit addresses the unit of competency: **Apply communication skills.**

Unit Description

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

Summary of Learning Outcomes

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels	10
2.	Apply written communication skills	12
3.	Apply non-verbal communication skills	4
4.	Apply oral communication skills	4
5.	Apply group communication skills	10
TOTAL		**40**

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcomes	Content	Suggested Assessment Methods
1. Apply communication channels	**Theory** 1.1 Communication Channels 1.1.1 Introduction to communication. 1.1.2 Importance of communication. 1.1.3 Elements of communication. 1.1.4 Principles of effective communication.	• Written tests • Individual/group assignments • Interviews/ Oral questions

	1.1.5 Channels of communication. 1.1.6 Factors to consider when selecting the channels of communication. 1.1.7 Flows /patterns of communication. 1.1.8 Sources of information. 1.1.9 Organizational policies. 1.2 Challenges of effective communication 1.2.1 Barriers to effective communication. 1.2.2 Ways to overcome barriers to effective communication. 1.3 Evaluation of Communication channels at workplace. 1.3.1 Ways of evaluating communication channels. **Practise** 1.4 Draw communication process, discuss and present its elements of communication.	• Reflection papers • Third party report
2. Apply written communication skills	**Theory** 2.1 Written communication. 2.1.1 Definition of written communication. 2.1.2 Importance of written communication. 2.1.3 Challenges of written communication. 2.2.Written communication needs. 2.3.Types of written communication. 2.2.1.1 Letters 2.2.1.2 Memorandums 2.2.1.3 Notices 2.2.1.4 Minutes 2.2.1.5 Curriculum vitae	• Written tests • Individual/group assignments • Interviews/ Oral questions • Reflection papers • Third party report

	2.2.1.6 Reports 2.2.1.7 Speech 2.2.1.8 Agenda 2.2.1.9 Advertisements 2.2.1.10 Emails 2.2.1.11 Short messages 2.4.Barriers of written communication Analysis, evaluation, and revising of written communication. 2.3.1 Organisation requirements for written communication. **Practise** 3. Draft functional writings based on the checklist. 4. Letters 5. memorandums 6. Notices 7. Minutes 8. Reports 9. speech 10. Agenda 11. Advertisement 12. Curriculum 13. Emails 14. Short messages	
3. Apply non-verbal communication skills	**Theory** 15. Non-verbal communication. 3.1.1 Definition of non-verbal communication. 16. Non-verbal communication techniques. 3.2.1 Body language 3.2.1.1 Body movement (Nodding &Shaking of head) 3.2.1.2 Eye contact 3.2.1.3 Posture 3.2.1.4 Facial expression	• Written tests • Interviews/ Oral questions • Individual/group assignments

	3.2.1.5 Touch/smell 3.2.1.6 Physiological changes 3.2.1.7 Change of time(chronemics) 3.2.1.8 Paralanguage (vocalus) 3.2.1.9 Gestures. 3.2.2 Importance of non-verbal communication. 3.2.3 Challenges of non-verbal communication. **Practice** 3.2 In pairs demonstrate types of body language.	
4. Apply oral communication skills	**Theory** 17. Oral communication. 4.1.1 Definition of terms. 4.1.1.1 Oral communication. 4.1.1.2 Communication pathways. 4.1.1.3 Policy. 4.1.1.4 Organization policy. 4.1.1.5 Questioning techniques. 4.1.1.6 Etiquette. 4.1.1.7 Active listening. 18. Types of oral communication in an organization. 4.2.1 Face to face. 4.2.2 Telephone. 4.2.3 Record in video. 4.2.4 Public speaking. 4.2.5 Monologue. 4.2.6 Dialogue. 4.2.7 Lecturing. 4.2.8 Preaching.	• Written tests • Individual/group assignments • Interviews/ Oral questions • Third party report

	19. Communication pathways 4.2.9 Types of Communication Pathways 4.2.9.1 Formal. 4.2.9.2 Informal. 4.2.10 Advantages and disadvantages of formal and informal communication pathways. 4.4 Ways of reviewing communication Pathways of oral communication. 4.5 Maintenance of oral communication pathways. 4.6 Workplace etiquette. 4.6.1 Types of etiquette applied at the work place. 4.6.2 Importance of etiquette at the work place. 4.7 Active listening. 4.7.1 Importance of active listening. 4.7.2 Techniques of active listening. 4.7.2.1 Pay attention. 4.7.2.2 Show that you are listening. 4.7.2.3 Withholding judgement. 4.7.2.4 Clarifying. 4.7.2.5 Reflecting. 4.7.2.6 Summarizing. 4.7.2.7 Sharing. 4.7.3 Stages of active listening. 4.7.3.1 Receiving. 4.7.3.2 Understanding. 4.7.3.3 Evaluating. 4.7.3.4 Remembering.	

	4.7.3.5 Responding. **Practice** 4.8 In groups practice how etiquette is applied at the workplace. 4.9 In pairs initiate a conversation based on Question answer method. 4.10 Prepare a presentation on public speaking and present.	
5. Apply group communication skills.	**Theory** 20. Group communication strategies. 21. Definition of terms. 5.1.1.1 Group communication. 5.1.1.2 Communication strategies. 22. Establishing rapport. 23. Organization of groups. 5.2.1 Ways to develop action plan. 5.2 Effective questioning, listening and non-verbal communication techniques. 5.3.1 Effective questioning techniques. 5.3.1.1 Types of questions. 5.3.1.1.1 Leading questions. 5.3.1.1.2 Open ended questions. 5.3.1.1.3 Closed questions. 5.3.1.1.4 Probing questions. 5.3.1.1.5 Clarifying questions. 5.3.1.1.6 Factual questions. 5.3.1.1.7 Descriptive questions. 5.3.1.1.8 Opinion questions. 5.3.1.1.9 Follow-up questions. 24. Rhetoric questions. 5.3.1.1.10 Reflective questions.	• Written tests • Individual/group assignments • Interviews/ Oral questions • Third party report

	5.3.1.1.11 Hypothetical questions. 5.3.1.1.12 Clarifying questions. 5.3.2 Benefits of effective questioning. 5.3.3 Challenges of effective questioning. 5.3.4 Turn-taking techniques. 5.3.4.1 Importance of turn taking in a speech. 5.3.4.2 Challenges of turn taking in a speech. 5.4 Challenges of Group communication. 5.4.1 Issues/challenges of group communication. 5.4.2 Types of conflicts. 5.4.2.1 Intrapersonal conflict 5.4.2.2 Interpersonal conflict 5.4.2.3 Intergroup conflict 5.4.2.4 Intragroup conflict 5.4.2.5 Individual and group conflict. 5.4.2.6 Inter organizational conflict. 5.4.3 Conflict resolution techniques. 5.5 Team work. 5.5.1 Definition of team work. 5.5.2 Elements of teamwork. 5.5.2.1 Teamwork skills. 5.5.2.2 Benefits of team work. 5.5.2.3 Challenges of teamwork. **Practice**	

	5.6 In pairs practice turn –taking in a speech. 5.7 Delegate roles and responsibilities in a group.	

Suggested Methods of Instruction

- Role playing
- Group discussion
- Direct instruction

Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Textbooks		5 pcs	1:5
2.	Charts			
3.	PowerPoint presentations	For trainer's use		
4.	Whiteboard		1	
5.	Assorted color of whiteboard markers			
6.	Printers		2	
7.	External storage media			
8.	Projector		1	
9.	Whiteboard		1	
10.	Smart board/ Smart TV (where applicable)			
B	**Learning Facilities & infrastructure**			
1.	Lecture/theory room	4	1	1:25
2.	Projector		1	

3.	Telephone			
4.	samples of CV		5	
5.	Assorted Flash Cards		25	
6.	Site	Size?	1	1:25
C	**Consumable materials**			
	Printing Papers			
	Assorted color of whiteboard marker			
D	**Tools and Equipment**			
1.	Desktop computers/laptops with the following software: i. Windows /Linux/Macintosh Operating System ii. Microsoft Office Software iii. Google Workspace Account iv. Antivirus Software		15 pcs	
2.	Internet connection	For trainer's use		
3.	Rolls flip charts			
4.	Assorted Flash Cards			
5.	Telephone			