

## COMMUNICATION SKILLS

**UNIT CODE:** ME/CU/AN/BC/02/5/MA

### **Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply Communication Skills

**Duration of Unit:** 40 hours

### **Unit Description**

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

### **Summary of Learning Outcomes**

<b>ELEMENTS</b>	<b>DURATION(HOURS)</b>
Apply communication channels	6
Apply written communication skills	8
Apply non-verbal communication skills	8
Apply oral communication skills	9
Apply group discussion skills	9
<b>Total hours</b>	<b>40</b>

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

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
1. Apply communication channels	1.1 Communication process 1.2 Principles of effective communication 1.3 Channels/medium/modes of communication 1.4 Factors to consider when selecting a channel of communication 1.5 Barriers to effective communication 1.6 Flow/patterns of communication 1.7 Sources of information 1.8 Organizational policies	<ul style="list-style-type: none"><li>• Oral questions</li><li>• Written assessment</li><li>• Observation</li><li>• Portfolio of Evidence</li><li>• Practical assessment</li><li>• Third party report</li></ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
2. Apply written communication skills	2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
3. Apply non-verbal communication skills	3.1 Utilize body language and gestures 3.2 Apply body posture 3.3 Apply workplace dressing code	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
4. Apply oral communication skills	4.1 Types of oral communication pathways 4.2 Effective questioning techniques 4.3 Workplace etiquette 4.4 Active listening	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
5. Apply group discussion skills	5.1 Establishing rapport 5.2 Facilitating resolution of issues 5.3 Developing action plans 5.4 Group organization techniques 5.5 Turn-taking techniques 5.6 Conflict resolution techniques 5.7 Team-work	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> </ul>

### **Suggested Methods of Instruction**

- Discussion

- Roleplaying
- Simulation
- Direct instruction
- Demonstration
- Field trips

**Recommended Resources for 25 trainees**

<b>General Resources</b>	<b>Tools and Equipment</b>	<b>Materials and Supplies</b>
<ul style="list-style-type: none"> <li>• 25 Desktop computers/laptops</li> </ul>	Mobile phones	Flashcards
<ul style="list-style-type: none"> <li>• Internet connection</li> </ul>		Flip charts
<ul style="list-style-type: none"> <li>• 1 Projector</li> <li>• 1 Printer</li> </ul>		2 packets of assorted colors of whiteboard marker pens
<ul style="list-style-type: none"> <li>• 1 Whiteboard</li> </ul>		Printing papers
<ul style="list-style-type: none"> <li>• Report writing templates</li> </ul>		