

COMMUNICATION SKILLS

UNIT CODE: MD/CU/AN/BC/02/6/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

Elements	Hours
Apply communication channels	6
Apply written communication skills	8
Apply non-verbal skills	8
Apply oral communication skills	9
Apply group communication skills	9
Total hours	40

Learning Outcomes, Content, and Suggested Assessment Methods

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

Learning Outcome	Content	Suggested Assessment Methods
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	1.8 Sources of information 1.9 Organizational policies	
2. Apply written communication skills	2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication 2.4 written communication	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
3. Apply non-verbal communication skills	3.1 Utilize body language and gestures 3.2 Gestures 3.3 Apply body posture 3.4 Apply workplace dressing code	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
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"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
5. Apply group discussion skills	4.5 Establishing rapport 4.6 Facilitating resolution of issues 4.7 Developing action plans 4.8 Group organization techniques 4.9 Turn-taking techniques 4.10 Conflict resolution techniques 4.11 Team-work	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment

Suggested Methods of Instruction

- Discussion

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

Recommended Resources for 25 trainees

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