

COMMUNICATION SKILLS

UNIT CODE: FOP/CU/BT/BC/02/5/B

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

1. Apply communication channels.
2. Apply written communication skills.
3. Apply non-verbal skills.
4. Apply oral communication skills.
5. Apply group communication skills.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	<ul style="list-style-type: none">• Communication process• Principles of effective communication• Channels/medium/modes of communication• Factors to consider when selecting a channel of communication• Barriers to effective communication• Flow/patterns of communication• Sources of information• Organizational policies	<ul style="list-style-type: none">• Oral questions• Written assessment• Observation• Portfolio of Evidence• Practical assessment• Third party report
2. Apply written communication skills	<ul style="list-style-type: none">• Types of written communication• Elements of communication• Organization requirements for written communication	<ul style="list-style-type: none">• Oral assessment• Written assessment• Observation• Portfolio of Evidence• Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
		<ul style="list-style-type: none"> • Third party report
3. Apply non-verbal communication skills	<ul style="list-style-type: none"> • Utilize body language and gestures • Apply body posture • 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	<ul style="list-style-type: none"> • Types of oral communication pathways • Effective questioning techniques • Workplace etiquette • 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	<ul style="list-style-type: none"> • Establishing rapport • Facilitating resolution of issues • Developing action plans • Group organization techniques • Turn-taking techniques • Conflict resolution techniques • 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		