

## WORKPLACE ESSENTIAL SKILLS

**UNIT CODE:** FOP/CU/BT/BC/02/4/B

### Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply workplace essential skills

**Duration of Unit:** 60 Hours

### Unit Description

This unit covers the competencies required to apply workplace essential skills. It involves, utilizing communication skills, promoting ethical work practices and values, and applying entrepreneurial skills.

### Summary of Learning Outcomes

1. Apply communication skills
2. Promote ethical work practices and values
3. Apply entrepreneurial skills

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

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication skills	<ul style="list-style-type: none"><li>• Communication process:<ul style="list-style-type: none"><li>• Sender</li><li>• Message</li><li>• Channel</li><li>• Receiver</li><li>• Feedback</li></ul></li><li>• Principles of effective communication:<ul style="list-style-type: none"><li>• Courtesy</li><li>• Correctness</li><li>• Completeness</li></ul></li><li>• Communication barriers:<ul style="list-style-type: none"><li>• Language</li><li>• Emotions</li><li>• Channel</li></ul></li><li>• Flow of communication:<ul style="list-style-type: none"><li>• Downward</li><li>• Upward</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Oral assessment</li><li>• Observation</li><li>• Portfolio of evidence</li><li>• Written assessment</li></ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Sources of information: <ul style="list-style-type: none"> <li>• Employee</li> <li>• Customers' feedback</li> <li>• Organization documents</li> </ul> </li> <li>• Organizational policies</li> <li>• Workplace etiquette</li> <li>• Channels/medium/mode of communication</li> <li>• Written communication: <ul style="list-style-type: none"> <li>• Letters</li> <li>• SMS</li> <li>• Notices</li> <li>• Memo</li> </ul> </li> <li>• Non-verbal cues: <ul style="list-style-type: none"> <li>• Posture</li> <li>• Gestures</li> <li>• Facial expression</li> <li>• Dressing/grooming</li> </ul> </li> <li>• Oral communication: <ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Telephone conversation</li> </ul> </li> <li>• Group discussion techniques:</li> </ul>	
2. Promote ethical work practices and values	<ul style="list-style-type: none"> <li>• Personal Management <ul style="list-style-type: none"> <li>• Self-Awareness</li> <li>• Self Esteem</li> <li>• Stress Management</li> <li>• Assertiveness</li> <li>• Drug and Substance abuse</li> <li>• Time Management</li> </ul> </li> <li>• Integrity</li> <li>• Core Values and beliefs</li> <li>• Professionalism</li> <li>• Organizational codes of conduct</li> <li>• Teamwork</li> <li>• Conflict Resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• oral assessment</li> <li>• Written assessment</li> <li>• Third-party reports</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Customer Care</li> </ul>	
3. Apply entrepreneurial skills	<ul style="list-style-type: none"> <li>• Personal finances management               <ul style="list-style-type: none"> <li>• Simple bookkeeping (sales, purchases debts, and profits)</li> <li>• Budgeting</li> </ul> </li> <li>• Savings management</li> <li>• Sources of personal and business funds</li> <li>• Investments</li> <li>• Entrepreneurial roles and characteristics</li> <li>• Salaried employment and self-employment</li> <li>• Requirements for entry into self-employment</li> <li>• Regulatory requirements</li> <li>• Benefits of business planning</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Written assessment</li> <li>• Oral assessment</li> <li>• Third party report</li> <li>• Practical assessment</li> <li>• Portfolio of evidence</li> </ul>

### Suggested Methods of Instruction

- Assignments
- Brainstorming
- Case studies
- Demonstration
- Direct instruction with active learning strategies
- Experiential
- Field trips
- Group Discussion
- Guest speakers
- Instructor lead facilitation of theory using active learning strategies.
- Practice assignment
- Presentations
- Problem-solving
- Question and answer
- Roleplay
- Simulation/Roleplay
- Team training

**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>	25 mobile phones	Flashcards
<ul style="list-style-type: none"><li>• Internet connection</li></ul>	Telephone	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>• 5 Business plan templates</li><li>• 1 Overhead projectors</li><li>• Internet</li><li>• Video clips</li><li>• 5 Newspapers and Handouts</li><li>• 5 Business Journals</li></ul>		<ul style="list-style-type: none"><li>• 25 sets of Writing materials Stationery</li><li>• Charts</li></ul>