

COMMUNICATION SKILLS

ISCED UNIT CODE: 061145101A

TVETCDACC UNIT CODE: AQ/CU/AM/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

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	• 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	• Oral questions • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
2. Apply written communication skills	• Types of written communication • Elements of communication • Organization requirements for written communication	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
		• Third party report
3. Apply non-verbal communication skills	• Utilize body language and gestures • Apply body posture • Apply workplace dressing code	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
4. Apply oral communication skills	• Types of oral communication pathways • Effective questioning techniques • Workplace etiquette • Active listening	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
5. Apply group discussion skills	• Establishing rapport • Facilitating resolution of issues • Developing action plans • Group organization techniques • Turn-taking techniques • Conflict resolution techniques • Team-work	• 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
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• 25 Desktop computers/laptops	Mobile phones	Flashcards
• Internet connection		Flip charts
• 1 Projector • 1 Printer		2 packets of assorted colors of whiteboard marker pens
• 1 Whiteboard		Printing papers
• Report writing templates		