

COMMUNICATION SKILLS

UNIT CODE: 0031 441 02A

TVET CDACC UNIT CODE: HE/CU/AHP/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

By the end of this unit, the learner should be able to:

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels	10
2.	Apply written communication skills	12
3.	Apply non-verbal skills	4
4.	Apply oral communication skills	4
5.	Apply group communication skills	10
Total		40

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	1.1 Communication process 1.2 Principles of effective communication 1.3 Channels/medium/modes of communication	● Practical ● Project ● Written tests ● Third party report ● Portfolio of evidence

Learning Outcome	Content	Suggested Assessment Methods
	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	● Oral questions
2. Apply written communication skills	2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication	● Practical ● Project ● Written tests ● Third party report ● Portfolio of evidence ● Oral questions
3. Apply non-verbal communication skills	3.1 Utilize body language and 3.2 Gestures 3.3 Apply body posture 3.4 Apply workplace dressing code	● Practical ● Project ● Written tests ● Third party report ● Portfolio of evidence ● Oral questions
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	● Practical ● Project ● Written tests ● Third party report ● Portfolio of evidence ● Oral questions
5. Apply group discussion skills	5.1 1 Establishing rapport 5.1 2 Facilitating resolution of issues	● Practical ● Project ● Written tests

Learning Outcome	Content	Suggested Assessment Methods
	5.1 3 Developing action plans 5.1 4 Group organization techniques 5.1 5 Turn-taking techniques 5.1 6 Conflict resolution techniques 5.1 7 Team-work	● Third party report ● Portfolio of evidence ● Oral questions

Suggested Methods of Instruction

- Practical
- Demonstrations
- Project
- Group discussion
- Direct instruction

Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning Materials			
1.	Textbooks		5 pcs	1:5
2.	Production Manuals		5	1;5
3.	PowerPoint presentations	For trainer's use		
4.	Projector		1	1;25
5.	Assorted Flash Cards		5	1;5
6.	Whiteboard		1	1;25
7.	Report writing templates			
8.	Rolls flip charts		1	1;25
9.	Assorted color of whiteboard	For trainers Use		

	markers			
B	Learning Facilities & infrastructure			
10.	Lecture/theory room		1	1:25
11.	Computer Laboratory		1	1:25
C	Consumable materials			
12.	Assorted whiteboard markers		25	1:1
13.	Internet connection		200 mbps	-
14.	Antivirus Software			-
15.	Printing Papers		Enough	-
16.	External storage media		1 tb	-
D	Tools and Equipment			
14.	Printers		2 pcs	2:25
15.	Computers	With Windows /Linux/Macintosh Operating System, Microsoft Office Software, Google Workspace Account, Antivirus Software	25pcs	1:1
16.	Mobile phones		10	10:25