

COMMUNICATION SKILLS

UNIT CODE: 0031441 02B

TVET CDACC UNIT CODE: ENG/CU/MDE/BC/02/5/MA

UNIT DURATION: 40 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

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

S/No	Learning Outcome	Duration in hours.
1.	To apply communication channels.	10
2.	To apply written communication skills.	12
3.	To apply non-verbal skills.	4
4.	To apply oral communication skills.	4
5.	To apply group communication skills.	10
	TOTAL	40

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	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 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	<ul style="list-style-type: none"> • Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning
2. Apply written communication skills	2.1.Types of written communication 2.2.Elements of communication 2.3.Organization requirements for written communication	<ul style="list-style-type: none"> • Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning
3. Apply non-verbal communication skills	3.1.Utilize body language and gestures 3.2.Apply body posture 3.3.Apply workplace dressing code	<ul style="list-style-type: none"> • Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning
4. Apply oral communication skills	4.1.Types of oral communication pathways 4.2.Effective questioning techniques	<ul style="list-style-type: none"> • Practical Assessment • Project • Third Party Report

Learning Outcome	Content	Suggested Assessment Methods
	4.3.Workplace etiquette 4.4.Active listening	<ul style="list-style-type: none"> • Portfolio of Evidence • Written Assessment • Oral Questioning
5. Apply group communication skills	5.1.Establishing rapport 5.2.Facilitating resolution of issues 5.3.Developing action plans 5.4.Group organization techniques 5.5.Turn-taking techniques 5.6.Conflict resolution techniques 5.7.Team-work	<ul style="list-style-type: none"> • Practical Assessment • Project • Third Party Report • Portfolio of Evidence • Written Assessment • Oral Questioning

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 		