

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 451 01A

TVETCDACC UNIT CODE: AG/CU/PN/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 of learning, the trainee 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 communication 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 1.4 Factors to consider when selecting a channel of communication 1.5 Barriers to effective communication 1.6 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 | 2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication | <ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report |
| 3. Apply non-verbal communication skills | 3.1 Utilize body language and 3.2 Nonverbal communication techniques | <ul style="list-style-type: none"> • Oral assessment • Written assessment |

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|------------------------------------|--|---|
| | 3.3 Apply body posture 3.4 Apply workplace dressing code | <ul style="list-style-type: none"> • Observation • Portfolio of Evidence • Practical assessment • Third party report |
| 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 | <ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report |
| 5. Apply group discussion 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"> • Oral assessemnt • 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 | | |

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