

# **COMMUNICATION SKILLS**

**UNIT CODE: 0031 441 01A**

**TVET CDACC UNIT CODE:** SLT/CU/SL/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 encompasses the skills necessary for effective communication. It includes the utilization of various communication methods, such as written, non-verbal, oral, and group communication techniques.

## **Summary of Learning Outcomes**

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

| <b>S/No</b>  | <b>Learning Outcomes</b>            | <b>Duration (Hours)</b> |
|--------------|-------------------------------------|-------------------------|
| 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                      |
| <b>Total</b> |                                     | <b>40</b>               |

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

| <b>Learning Outcome</b>         | <b>Content</b>   | <b>Suggested Assessment Methods</b>  |
|---------------------------------|--|--|
| 1. Apply communication channels | 1.1.Communication process<br>1.2.Principles of effective communication<br>1.3.Channels/medium/modes of communication | <ul style="list-style-type: none"><li>• Practical assessment</li><li>• Observation</li><li>• Portfolio of Evidence</li><li>• Oral questions</li><li>• Written assessment</li></ul> |

|  |  |  |
|--|--|--|
|  | <p>1.4.Factors to consider when selecting a channel of communication</p> <p>1.5.Barriers to effective communication</p> <p>1.6.Flow/patterns of communication</p> <p>1.7.Sources of information</p> <p>1.8.Organizational policies</p> | <ul style="list-style-type: none"> <li>• Third party report</li> </ul>   |
| 2. Apply written communication skills    | <p>2.1 Types of written communication</p> <p>2.2 Elements of communication</p> <p>2.3 Organization requirements for written communication</p>  | <ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Oral questions</li> <li>• Written assessment</li> <li>• Third party report</li> </ul> |
| 3. Apply non-verbal communication skills | <p>3.1 Utilize body language and Gestures</p> <p>3.2 Apply body posture</p> <p>3.3 Apply workplace dressing code</p>   | <ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Oral questions</li> <li>• Written assessment</li> <li>• Third party report</li> </ul> |
| 4. Apply oral communication skills       | <p>4.1 Types of oral communication pathways</p> <p>4.2 Effective questioning techniques</p> <p>4.3 Workplace etiquette</p> <p>4.4 Active listening</p>   | <ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Oral questions</li> <li>• Written assessment</li> <li>• Third party report</li> </ul> |

|                                  |  |  |
|----------------------------------|--|--|
| 5. Apply group discussion skills | 1.1 Establishing rapport<br>1.2 Facilitating resolution of issues<br>1.3 Developing action plans<br>1.4 Group organization techniques<br>1.5 Turn-taking techniques<br>1.6 Conflict resolution techniques<br>1.7 Team-work | <ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Oral questions</li> <li>• Written assessment</li> <li>• Third party report</li> </ul> |
|----------------------------------|--|--|

### Suggested Methods of Instruction

- Discussion
- Roleplaying
- Simulation
- Direct instruction
- Demonstration
- Field trips

easyvet.com

### Recommended Resources for 25 trainees

| S/no.  | Category/item           | Description/specification        | Quantity | Recommended ratio(item: trainee) |
|--|-------------------------|----------------------------------|----------|----------------------------------|
| <b>A. Learning materials</b>                     |                         |                                  |          |                                  |
| 1.   | Case studies            | Published case studies           | 5        | 1:5                              |
| 2.   | Business plan templates | Standard business plan templates | 5        | 1:5                              |
| 3.   | Video clips             | Digital types                    | 25       | 1:25                             |
| 4.   | Newspapers and Handouts | Well reputed news papers         | 5        | 1:5                              |
| 5.   | Business Journals       | Well reputed journals            | 5        | 1:5                              |
| <b>B. Learning facilities and infrastructure</b> |                         |                                  |          |                                  |
| 1.   | Lecture/theory room     | 72m <sup>2</sup>                 | 1        | 1:25                             |
| 2.   | Whiteboard              | 4 feet by 8 feet                 | 1        | 1:25                             |
| 3.   | Projector               | LCD High resolution              | 1        | 1:25                             |

|                                |                             |                       |               |      |
|--------------------------------|-----------------------------|-----------------------|---------------|------|
| 4.                             | Computers                   | RAM: 8GB              | 25            | 1:25 |
| 5.                             | Printers                    | Ink Jet               | 2             | 1:13 |
| 6.                             | Smart TV                    | LCD                   | 1             | 1:25 |
| 7.                             | Internet connection         | Adequate speed        |               | 1:25 |
| <b>C. Consumable materials</b> |                             |                       |               |      |
| 1.                             | Stationary materials        | Pens, pencils, papers | Enough for 25 | 1:25 |
| 2.                             | Assorted whiteboard markers | Non-permanent         | Enough for 25 | 1:25 |