

## COMMUNICATION SKILLS

**UNIT CODE:** 0031 441 02A

**TVET CDACC UNIT CODE:** AGR/CU/AP/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
<b>Total</b>		<b>40</b>

### **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	<ul style="list-style-type: none"><li>• Written assessment</li><li>• Practical</li><li>• Projects</li></ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
	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"> <li>• Third party report</li> <li>• Portfolio of evidence</li> <li>• Oral questions</li> </ul>
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"> <li>• Written assessment</li> <li>• Practical</li> <li>• Projects</li> <li>• Third party report</li> <li>• Portfolio of evidence</li> <li>• Oral questions</li> </ul>
3. Apply non-verbal communication skills	3.1. Utilize body language and gestures 3.3. Apply body posture 3.4. Apply workplace dressing code	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Practical</li> <li>• Projects</li> <li>• Third party report</li> <li>• Portfolio of evidence</li> <li>• Oral questions</li> </ul>
4. Apply oral communication skills	4.1. Types of oral communication pathways 4.2. Effective questioning techniques 4.3. Workplace etiquette	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Practical</li> <li>• Projects</li> <li>• Third party report</li> <li>• Portfolio of evidence</li> </ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
	4.4. Active listening	<ul style="list-style-type: none"> <li>• Oral questions</li> </ul>
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"> <li>• Written assessment</li> <li>• Practical</li> <li>• Projects</li> <li>• Third party report</li> <li>• Portfolio of evidence</li> <li>• Oral questions</li> </ul>

### **Suggested Methods of Instruction**

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

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### **Recommended Resources for 25 trainees**

<b>S/No.</b>	<b>Category/Item</b>	<b>Description/Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A</b>	<b>Learning Materials</b>			
1.	Charts	<ul style="list-style-type: none"> <li>• Flip Charts</li> <li>• Rules and Regulations</li> </ul>	5	1:5
2.	Report Writing Templates	Printed copies and softcopies	25	1:1

3.	Assorted Markers	whiteboard markers and permanent	5	1:5
4.	Samples Of CVS	Printed copies and softcopies	5	1:5
5.	External Storage Media	Flash disks, Compass Disks; Re-Writable	1	1:25
6.	Smartboard/Smart TV (Where Applicable)	LCD or projector	20	1:25
<b>B</b>	<b>Learning Facilities &amp; Infrastructure</b>			
7.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:25
8.	Workshop	(10* 15 sq. metres)	1	1:25
9.	Internet Connection	WI-FI, Dial-Up, Cable, Fixed-wireless,	1	1:25
<b>C</b>	<b>Consumable Materials</b>			
10.	Flashcards	Alphabet, Numbers, Math	25	1:1
11.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:5
<b>D</b>	<b>Tools And Equipment</b>			
12.	Computers/Laptops	Any model	1	1:25
13.	Projector	LED.LCD, Laser	1	1:25
14.	Printer	Inkjet, LaserJet	1	:25
15.	Computers Software:	<ul style="list-style-type: none"> <li>•Windows/Linux/Macintosh Operating System</li> <li>•Microsoft Office Software</li> <li>•Google Workspace Account</li> <li>Antivirus Software</li> </ul>	1	1:1
16.	Whiteboard	Glass, melamine,	1	1:25

		porcelain		
17.	Mobile Phones	Smartphones	5	1:5