

## 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
<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 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"> <li>• Oral questions</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</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>• Oral assessment</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
3. Apply non-verbal communication skills	3.1 Utilize body language and 3.2 Nonverbal communication techniques	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> </ul>

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

#### 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"> <li>• 25 Desktop computers/laptops</li> </ul>	Mobile phones	Flashcards
<ul style="list-style-type: none"> <li>• Internet connection</li> </ul>		Flip charts
<ul style="list-style-type: none"> <li>• 1 Projector</li> <li>• 1 Printer</li> </ul>		2 packets of assorted colors of whiteboard

		marker pens
<ul style="list-style-type: none"> <li>• 1 Whiteboard</li> </ul>		Printing papers
<ul style="list-style-type: none"> <li>• Report writing templates</li> </ul>		

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