

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:

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
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	<ul style="list-style-type: none">• Practical assessment• Observation• Portfolio of Evidence• Oral questions• Written assessment

	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"> • 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"> • Practical assessment • Observation • Portfolio of Evidence • Oral questions • Written assessment • Third party report
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 • Observation • Portfolio of Evidence • Oral questions • Written 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"> • Practical assessment • Observation • Portfolio of Evidence • Oral questions • Written assessment • Third party report

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

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

Recommended Resources for 25 trainees

S/no.	Category/item	Description/specification	Quantity	Recommended ratio(item: trainee)
A. Learning materials				
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. Learning facilities and infrastructure				
1.	Lecture/theory room	72m ²	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
C. Consumable materials				
1.	Stationary materials	Pens, pencils, papers	Enough for 25	1:25
2.	Assorted whiteboard markers	Non-permanent	Enough for 25	1:25

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