

## COMMUNICATION SKILLS

**ISCED UNIT CODE: 0031 441 02A**

**TVET CDACC UNIT CODE: DA/CU/PM/BC/02/5/MA**

### Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

**Duration:** 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
	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	<ul style="list-style-type: none"><li>• Oral questions</li><li>• Written assessment</li><li>• Portfolio of Evidence</li><li>• Practical assessment</li><li>• Third party report</li></ul>

Learning Outcome	Content	Suggested Assessment Methods
	1.6 Flow/patterns of communication 1.7 Sources of information 1.8 Organizational policies	
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>• 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 Gestures 3.3 Apply body posture 3.4 Apply workplace dressing code	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
4. Apply oral communication skills	5.1 Types of oral communication pathways 5.2 Effective questioning techniques 5.3 Workplace etiquette 5.4 Active listening	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
5. Apply group discussion skills	5.1 1 Establishing rapport 5.1 2 Facilitating resolution of issues 5.1 3 Developing action plans 5.1 4 Group organization techniques 5.1 5 Turn-taking techniques 5.1 6 Conflict resolution techniques 5.1 7 Team-work	<ul style="list-style-type: none"> <li>• Practical</li> <li>• Portfolio of Evidence</li> <li>• Oral assessment</li> <li>• Written assessment</li> </ul>

### Suggested Methods of Instruction

- Practical
- Demonstrations
- Project

- Group discussion
- Direct instruction

#### Recommended Resources for 25 trainees

S/no.	Category/item	Description/specification	Quantity	Recommended ratio(item: trainee)
<b>A. Learning materials</b>				
1.	Report writing templates	Digital report template	5	1:5
2.	Flashcards	Educational flash cards	5	1:5
3.	Flip charts	Educational flip charts	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
<b>C. Consumable materials</b>				
1.	Printing Papers	A4	Enough for 25	1:25
2.	Assorted whiteboard markers	Non-permanent	Enough for 25	1:25
<b>D. Tools and equipment</b>				
1.	Mobile phones	Functioning smart phone	Enough for 25	1:25