

## UNIT 1: FOLLOWING ROUTINE SPOKEN MESSAGES

### Lesson 1: Introduction to Communication

- **Communication** is the process of exchanging information and ideas through different modes.
- **Topic 1: What is Communication?**
  - **Communication** is a systemic process of people interacting with and through symbols in order to create, share, and interpret meanings
  - It is referred to as a **process** because its beginning and end are hard to identify.
  - **Senders and Receivers**
  - **Workplace communication** is defined as the process of information exchange, may it be through verbal, nonverbal, or written communication, within an organization.
  - A **workplace** is identified by employees from different cultures and backgrounds.
- **Topic 2: The Communication Process**
  - Shannon and Weaver Communication Model
  - **Parts of the Communication Model**
    - **Source** – One who sends or delivers a message
    - **Message** – Transformed thoughts into a form
    - **Channel** – Type of medium used to send messages between the source and the receiver.
    - **Receiver** – One who receives the message.
    - **Effect** – Response of the receiver after getting the message from the source
    - **Feedback** – An important product of the communication process.
    - **Noise** – Disruptions in the communication process
- **Topic 3: Communication Modes**
  - Verbal Communication
  - Non Verbal Communication:
    - Body signal (kinesics)
    - Object Signal (Artifacts)
    - Time Signal (Chronemics)
    - Touch Signal (Haptics)
    - Space Signal (Proxemics)
  - Written Communication
- **Topic 4: Importance of Workplace Communication**
  - Unity
  - Sharing
  - Professionalism
  - Good Output
- **Topic 5: Skills You Need to Communicate Properly**

- **Listening** - referred to as an active, complex processes that include being mindful, physically receiving messages
- **Speaking** - speaking happens when you make vocal sounds.
- **Critical Thinking** - the ability to think clearly and make informed decisions.
- **Empathetic Skills** - empathy involves a deep sensitivity to recall, relive, and tap on the feelings and experiences of others

## Lesson 2: Listening

- **Topic 1: Hearing vs Listening**

- **Hearing** is referred to as the physiological process that happens when the brain distinguishes sound waves.
- **Listening** refers to the process of receiving, attending to, making meaning, and responding to messages.

- **Topic 2: Stages of the Listening Process**

- **Receiving** - listening to both verbal and nonverbal messages.
- **Understanding** - processing and extracting meaning.
- **Evaluating** - balancing options, deciphering whether what you heard is the truth, or whether it is important or not.

- **Remembering** - transfer from the short-term memory to the long-term memory
- **Responding** - giving of feedback.

- **Topic 3: Barriers to Listening**

- **External:**

- **Message overload** – This occurs when there is an overwhelming amount of message
- **Message complexity** – When a job gets harder, of course the descriptions necessary to do the job gets more complicated
- **Environmental distractions** – Finally, the surroundings can also affect listening

- **Internal:**

- **Preoccupation** – When there are many thoughts or concerns in your head
- **Prejudgments** – Initial judgment of a person or a situation also makes it harder to listen.
- **Lack of effort** – Because active listening requires active effort, some are unable or unwilling to intentionally listen.
- **Difficulty in adjusting to communication style** – Different people communicate differently.

- **Topic 4: Active Listening Strategies**
- **Strategies to develop active listening skills**
- **Attending** - intentionally understanding by focusing on the speaker and the message
- **Understanding** - Accurately representing the message
- **Remembering** - Ability to retain and recall information.
- **Evaluating** - Determining whether the message is trustworthy by critically analyzing it.

## Lesson 3: Speaking

- **Three Types of Speaking:**
  - **Interactive** - participants alternately speak and listen
  - **Partially Interactive** - only the speaker speaks and the feedback is the audience's
  - **Non-interactive** - the audience cannot interact immediately.
- **Types of Conversations**
  - One-on-one conversations
  - Small group conversations
  - Large group communication
- **Topic 2: Guidelines in Speaking**
  - Speak appropriately
  - Speak accurately
  - Speak Clearly

## Lesson 4: Effective Nonverbal Communication

- **Topic 1: Categories of Nonverbal Communication**
  - **Body Signal** – Also known as kinesics and are nonverbal signals of the body.
  - **Object signals** – Nonverbal messages identified through physical objects. These are also known as artifacts.
  - **Space signal** – Also known as proxemics. It can also be sent by use of personal space.
  - **Time signal** – Also known as chronemics and identified by time actions.
  - **Touch signal** – Also called as haptics. These are nonverbal messages executed through touch.

## Lesson 5: Questioning

- **Topic 1: What is Questioning?**
  - Questions are defined as statements used to clarify information or to get details.
- **Topic 2: Types of Questions**
  - **Closed-Ended Questions** - Questions that are answerable by YES or NO
  - **Open-Ended Questions** - cannot be simply answered by YES or NO. It requires a longer explanation.
  - **Funnel Questions**- Set of questions that begin with a broad, general

question which is followed by more specific questions.

- **Probing Questions** - Questions that are asked to elicit more details.
- **Leading Questions** - Leading questions are questions that make the respondent answer in the way you want them to.
- **Rhetorical Questions** - These are questions that do not need any answer at all.

## Lesson 6: Critical Thinking and Decision Making

### ● **Topic 1: Critical Thinking Skills**

- **Critical thinking** refers to the way of thinking by analyzing, assessing, and reconstructing the thought. It is the thorough pondering of ideas.
- **Analyzing** – separating a whole thought into parts.
- **Applying Standards** – judging according to personal, professional, or societal standards.
- **Discriminating** – identifying similarities and differences, then classifying things.
- **Information seeking** – searching for evidences and other details related to a specific problem to further elaborate.

- **Logical reasoning** – making reasonable conclusions from justified evidences.
- **Predicting** – foretelling a plan and its possible consequences.
- **Transforming knowledge** – changing the form of information to make it more understandable.

### ● **Topic 2: Problem Sensitivity and Social Perceptiveness**

- **Social Perceptiveness** is referred to as being aware of what your co-workers are thinking through observation.
- **problem sensitivity** is being aware when something is wrong or is likely to go wrong.

## Lesson 7: Empathetic Skills

### ● **Topic 1: Empathetic Skills**

- **Empathy** is referred to as being able to relate to the feelings, thoughts, and emotions of your co-employees in the workplace.

Active Listening	Paying total or complete attention to a speaker and being attentive of both verbal and nonverbal cues.
Restating	Repeating or reaffirming what a speaker said. This can also be an extension of active listening.
Clarifying	Responding to confusing aspects of a message.
Summarizing	Summing up important elements of a discussion in order provide continuity and give direction to a session.
Questioning	Used to elicit further discussion, stimulate thinking, and gather information about a topic or subject.
Interpreting	Offering possible reasons for occurring thoughts, behaviors, and feelings.
Confronting	Pointing conflicting words or verbal messages that may have hurt a team member. Encourages honest evaluation and awareness of self.
Reflecting Feelings	Communicating understanding of feelings. It is letting members feel that they are heard and understood.
Supporting	Giving affirmation to team members to create an agreeable atmosphere in the workplace.
Initiating	Encouraging participation among group members by letting them lead.
Suggesting	Providing advice and information to group members in order to improve workplace processes.
Modeling	Demonstrating ideal behaviors to group in order to lead an example.



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## CERTIFICATE OF COMPLETION

THIS IS TO CERTIFY THAT

**Alecz Jasmine Chan**

HAS COMPLETED THE COURSE

**Receiving and Responding to Workplace  
Communication**

ON May 20, 2024

This is a computer generated certificate,  
it is valid even without a signature.

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