**COURSE OUTLINE: COMMUNICATION SKILLS**

**Unit Description**:  
This unit equips learners with the competencies necessary to effectively apply communication skills in various contexts. The focus is on the application of communication channels, written, non-verbal, oral, and group communication skills.

**Learning Outcomes**

1. **Apply communication channels**
2. **Apply written communication skills**
3. **Apply non-verbal communication skills**
4. **Apply oral communication skills**
5. **Apply group communication skills**

**Course Outline**

**Learning Outcome 1: Apply Communication Channels**

**Content:**

* Understanding the communication process
* Principles of effective communication
* Exploring communication channels, mediums, and modes
* Factors influencing the choice of communication channels
* Identifying barriers to effective communication
* Communication flow and patterns in organizations
* Sourcing relevant information
* Adhering to organizational communication policies

**Learning Outcome 2: Apply Written Communication Skills**

**Content:**

* Different types of written communication
* Key elements of effective communication
* Organizational requirements for written communication

**Learning Outcome 3: Apply Non-Verbal Communication Skills**

**Content:**

* Effective use of body language and gestures
* Importance of body posture in communication
* Adhering to workplace dressing codes

**Learning Outcome 4: Apply Oral Communication Skills**

**Content:**

* Various oral communication pathways
* Techniques for effective questioning
* Understanding and practicing workplace etiquette
* Active listening skills

**Learning Outcome 5: Apply Group Communication Skills**

**Content:**

* Establishing rapport in group settings
* Facilitating issue resolution
* Developing actionable plans within groups
* Techniques for organizing group discussions
* Managing turn-taking in conversations
* Conflict resolution strategies
* Importance of teamwork in communication

**Suggested Methods of Instruction**

* **Discussion**: Facilitating interactive discussions on communication topics.
* **Role-playing**: Simulating real-life scenarios to practice communication skills.
* **Simulation**: Using simulated environments to apply communication skills.
* **Direct instruction**: Providing clear and structured teaching of communication concepts.
* **Demonstration**: Showing examples of effective communication techniques.
* **Field trips**: Observing communication practices in various professional settings.

**Suggested Assessment Methods:**

* Oral questions
* Written assessments
* Observation
* Portfolio of evidence
* Practical assessment
* Third-party reports