**CCMWC202 - COMMUNICATION SKILLS AT THE WORKPLACE**

**BDCPC301 - Apply basic communication at workplace**

**Competence**

**RQF Level: 2 Learning Hours**

**30**

**Credits: 3**

**Sector: ALL**

**Trade: ALL**

**Module Type: Complementary**

**Curriculum: ALL TVET Certificate 2**

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| **Purpose statement** | This module describes the skills, knowledge and attitude required to apply basic communication skills at the workplace. It is intended for adult learners pursuing level 2 of RQF in any option of TVET. At the end of this module, learners will be able to receive and interpret information at the workplace, write and Interpret workplace documents, provide clear and accurate information and cooperate and work as a team member. Qualified learners deemed competent in this competency may work alone or with others on simple routine tasks under frequent and directive supervision. | | | | | |
| **Learning assumed to be in place** |  | | | | | |
| **Delivery modality** | Training delivery | | 100% | Assessment | | Total 100% |
| Theoretical content | | 30% | Formative assessment | 30% | 100% |
| Practical work: | | 70% | 70% |
| * Group project and presentation | 20% |
| * Individual project /Work | 50% |
|  | | Summative Assessment | | | N/A |

**Elements of Competency and Performance Criteria**

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| **Elements of competency** | **Performance criteria** |
| 1. Receive and interpret information at workplace | 1. Listening skills, culture and context are properly demonstrated and used in accordance with effectives listening attitudes. |
| 1. Non-verbal communication is adequately used in accordance with culture, feelings, and context. |
| 1. Verbal instructions in different workplace are adequately interpreted according to the workplace norms and procedures. |
| 1. Written instructions for different workplace situations are adequately interpreted according to the workplace norms and procedures. |
| 1. Write and interpret workplace documents | 1. Work-related documents are properly identified according to their use in different workplace situations. |
| 1. Workplace documents formats in different workplace situations are properly identified according to their use. |
| 1. Workplace documents are properly written according to their use and different workplace situations. |
| 1. Provide clear and accurate information | 1. Feedbacks to verbal and non-verbal communication in different workplace situations are appropriately provided according to workplace norms. |
| 1. Thoughts and information used in speaking so that others can understand are effectively organized. |
| 1. Ideas in a clear, informed, and engaging manner are confidently expressed according to the social or work context. |
| 1. Written information in different workplace situations is correctly provided according to workplace norms |
| 1. Workplace documents in different workplace situations are properly submitted according to the right procedures. |
| 1. Cooperate and work as a team member | 1. Working with others in given workplace situations is effectively demonstrated according to their different personalities. |
| 1. Cooperation culture to reach team objectives in a given workplace situation is effectively demonstrated according to characteristics of a team player. |
| 1. Working with others to solve problems in given workplace situations is effectively demonstrated based on steps for problem-solving. |

**Course content**

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| **Learning outcomes** | **At the end of the module the learner will be able to:**   1. Receive and interpret information at workplace 2. Write and interpret workplace documents 3. Provide clear and accurate information. 4. Cooperate and work as a team member |

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| **Learning outcome 1: Receive and Interpret information at workplace** | | **Learning hours: 6** |
| **Indicative content** | | |
| * Demonstrate listening skills * Attitudes to effective listening * Eye contact * Open mind * Appropriate feedback * Hearing vs listening * Listening in context * Culture * Situation/place * Age and gender * Use of non-verbal communication * Examples of non-verbal communication * Facial expression * Eye gaze * Body language and posture * Impact of attentive body language on effective listening * Interpret verbal instructions * Strategies for receiving verbal instructions * Active listening * Taking notes * Asking questions * Responding with a good attitude * Repeating the instructions to the person or yourself * Making a checklist * Intepret written instructions | | |
| Resources required for the learning outcome | | |
| **Equipment** | * Whiteboard * Computer * Internet | |
| **Materials** | * Flip charts * Markers | |
| **Tools** | * Effective Listening Observation Form * Audio and video materials * List of signs and gestures * Pictures * Samples of some written instructions * Samples of diagrams * Samples of posters * Code of conduct documents | |
| **Facilitation techniques** | * Role play * Individual and group work * Practical exercise * Individualized work * Trainer guided * Group discussion | |
| **Formative assessment methods** | * Written assessment * Oral presentation | |

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| **Learning outcome 2: Write and Interpret workplace documents** | | **Learning hours: 10** |
| **Indicative content** | | |
| * Identify work related documents * Types and categories of basic work related documents * Procedural & informational documents   + Policies and regulations   + Notices   + Instructions   + Contracts   + Progress records   + User Guide   + Meeting minutes   + Graphics (representing data, information, procedures…) * Forms of communication   + Email   + Memo   + Circular   + Letters   + Signs… * Business-related record keeping   + Invoice   + Receipt   + Order form, … * Internet-related   + Websites with work related information * General uses of workplace documents. * Identify workplace document forms / templates * Types of basic work related formats * Work instruction template * Invoice template * Job time sheet * Estimate template * Job application form template * Write workplace documents * Guidelines for writing different types of workplace documents * Use of appropriate language * Clarity * Use of active voice * Writing/ completing basic workplace related documents * Shift report * Invoice * Receipt * Purchase order * Requisition form * Menu * Contract * Job time sheet * Job application letter | | |
| Resources required for the indicative content | | |
| **Equipment** | * Whiteboard | |
| **Materials** | * Flip charts * Markers | |
| **Tools** | * Samples of work - related document * Sample of different formats/templates * Reference books | |
| **Facilitation techniques** | * Role play on workplace scenarios * Individual and group work * Practical exercise individualized work * Trainer guided * Group discussion | |
| **Formative assessment methods** | * Written assessment * Oral assessment | |

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| **Learning outcome 3: Write and Interpret workplace documents** | | **Learning hours: 10** |
| **Indicative content** | | |
| * + Provide feedback to verbal and non-verbal communication   + Ways of providing positive feedback * Demonstrate good attitude and behavior * Polite language * Honest * Respectful * Flexible * Importance of body language control while providing feedback   + Organize thoughts and information used in speaking * Different speaking contexts (responding to someone’s ideas, giving a presentation, making an announcement, speaking with a customer…) * Practical ways of organizing one’s thoughts while speaking * Listening attentively and taking notes * Thinking before delivering the message * Mapping out ideas: mind map, picture, outline, list… * Adaptation of ideas to audience * Mastering the message * Importance of organizing your thoughts while speaking   + Express ideas in a clear, informed and engaging manner * Tips in expressing oneself * Developing self-confidence * Considering different perspectives * Communicate clearly and confidently * Speak respectfully * Controlling one’s emotion * Importance of expressing one’s ideas in a clear manner * Provide written information * Keys points to consider when providing written information * Clear * Simple * Easy and understandable * Types of written communication documents * Job letters * Email * Report * Minutes * Text phone message * Advantages and disadvantages of written information * Advantages * Clear understanding * Accurate and precise * Permanent record * Creating confidence * Disadvantages * Lack of instantaneous feed back * Possibility of miscommunication   + Submit workplace documents * Different ways of submitting workplace documents * Online * Hard copy * Courier services * How to submit workplace documents? * To whom * When * How * Follow up and filing | | |
| Resources required for the indicative content | | |
| **Equipment** | * Computer * Internet connection * Telephone | |
| **Materials** | * Flip charts * Markers | |
| **Tools** | * Posters * Pictures * Role plays scenarios * Books * Audio/video clips * Observation rubric on speaking skills * Sample forms (transmission, delivery) * Receipt * Sample of workplace documents | |
| **Facilitation techniques** | * Role play * Individual and group work * Practical exercise * Individualized work * Trainer guided * Group discussion | |
| **Formative assessment methods** | * Written assessment * Oral evidence * Performance assessment | |

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| **Learning outcome 4: Cooperate and work as a team member** | | **Learning hours: 4** |
| **Indicative content** | | |
| * + Work with others in given workplace situations * Diversity at the workplace * Gender * Age * Religious beliefs * Ethnicity * Personalities * Strategies on how to handle differences in a group * Building trust * Listening * Empathizing * Engaging with respect and understanding * Respecting other people’s experiences and expertise * Cooperate with others to reach team objectives * Conditions for cooperation at the workplace * Clear goals team is trying to reach * Clear roles and responsibilities of team members * Delegation of tasks amongst members * Complementary skills and knowledge amongs team members * Workplace environment conducive to working together * Open communication * Characteristics of an effective and cooperative team member * Team work spirit * Positive attitude * Honest and straight forward * Good communication skills * Open to new ideas * Work with others to solve problems * Types of problems encountered at the workplace * Between people * Work-related issue such as breakdown of equipment * Work-related tasks such as serving diners in a timely fashion * Basic steps for problem- solving * Identification of the problem * Getting clear understanding of the problem * Generation of possible solutions * Choosing a solution * Implementation the solution * Evaluation of the solution | | |
| Resources required for the indicative content | | |
| **Equipment** | * Computer * Internet connection * Telephone | |
| **Materials** | * Flip charts * Markers | |
| **Tools** | * Reference books * Scenarios * Video clips | |
| **Facilitation techniques** | * Individual and group work * Documentation research * Practical exercise * Individualized work * Trainer guided * Group discussion | |
| **Formative assessment methods** | * Written assessment * performance assessment | |

References:

1. Work Readiness Training Programme – Trainer’s Manual, AkaziKanoze – Youth Livelihoods Project.
2. Work Readiness Training Programme – Participant’s Manual, AkaziKanoze – Youth Livelihoods Project.