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| Title: | | **Methods of communicating in the workplace** | | |
| Level: | | 2 | | |
| Credit value: | | 1 | | |
| Unit guided learning hours | | 3 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the importance of effective communication in the workplace | | | 1.1  1.2 | Explain the importance of effective communication in the workplace  Outline the possible impacts of poor communication in the workplace |
| 1. Understand how to use methods to communicate effectively in the workplace | | | 2.1  2.2  2.3  2.4 | Identify methods to communicate in the workplace  List the advantages and disadvantages of identified communication methods and their best use  Identify barriers to communication and explain how these could be overcome  Identify the positive benefits of effective communication |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop an understanding of methods of communicating in the workplace. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to MSC 2004 NOS: B5, D1, F5, F7 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | M2.26 Understanding methods of communicating in the workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Stages in the communication process | | | |
| 2 | * Barriers to communication and how to overcome them * Different ways to communicate and their relative advantages and disadvantages (eg: oral, such as telephone, meetings, briefings, one-to-one; and written, such as reports, letters, memos, emails etc) * Feedback techniques | | | |