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| Title: | **Understanding the communication process in the workplace**  |
| Level: | **3** |
| Credit value: | **2** |
| Unit guided learning hours | **7** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand the nature and importance of the communication process in the workplace
 | 1.11.21.31.4 | Explain the importance of effective communication in the workplaceDescribe the stages in the communication cycleIdentify possible barriers to communication in the workplaceExplain how to overcome a potential barrier to communication |
| 1. Understand the methods of communication
 | 2.12.22.32.42.5 | Describe the main methods of written and oral communication in the workplace and their usesIdentify the main advantages and disadvantages of written methods of communicationIdentify the main advantages and disadvantages of oral communicationExplain how non-verbal communication can influence the effectiveness of oral communicationExplain the value of feedback in ensuring effective communication |
| 1. Be able to assess own effectiveness in communication

  | 3.13.2 | Assess own performance in a frequently used method of communicationIdentify actions to improve own performance in communicating |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | The learner will be able to develop knowledge and understanding of the communication process in the workplace as required by a practising or potential first line manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: E11 |
| 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) |  |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * The importance of effective communication at work and the effects of poor communication
* The stages in communication: sender -encoding – transmission – decoding - receiver
* Possible barriers to communication and methods to overcome them
* Ways to ensure effective communication in the workplace
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| 2 | * Different types of communication including oral, written, visual, and electronic and their relative advantages and disadvantages
* Active listening skills
* Significance of non-verbal communication and body language
* Techniques of face-to-face and indirect communication, and when each is appropriate
* How to use feedback to check effectiveness of communication
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| 3 | * How to assess and develop own communication skills through feedback and reflection
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