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| Title: | **Workplace Communication** |
| Level: | 2 |
| Credit value: | 1 |
| Unit guided learning hours | 5 |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand the importance of effective communication
 | 1.11.21.3 | Explain why clear and effective communication is essential in the workplaceOutline the key stages in the communication processList potential barriers to communication and outline how these could be overcome |
| 2 Understand methods of communication | 2.1 | Explain methods and their best use when communicating with the team  |
| 3 Understand the importance of maintaining accurate records of communication | 3.13.23.3 | Explain why it is important to have a record of communicationOutline the importance of keeping a record of oral communicationDescribe methods of maintaining accurate records of electronic and oral communication  |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop an understanding of communication as required by a practising or potential team or cell leader. |
| 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, C1, D1 |
| 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) | M2.16 Workplace Communication |
| 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
* Consideration of the recipient’s needs
* Barriers to communication and how to overcome them
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| 2 | * A range of direct communication methods relevant to the team and their relative advantages and disadvantages
* A range of direct communication methods relevant to people outside own area of responsibility, including written, telephone, e-mail and face-to-face discussions
* Aspects of face-to-face communication, including appearance, impact, body language
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| 3 | * The importance of succinct and accurate records of one-to-one oral communication
* Reasons for maintaining records of one-to-one communication (eg potential disciplinary or legal issues)
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