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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 | | | 1.1  1.2  1.3 | Explain why clear and effective communication is essential in the workplace  Outline the key stages in the communication process  List 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 | | | 3.1  3.2  3.3 | Explain why it is important to have a record of communication  Outline the importance of keeping a record of oral communication  Describe 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 | | | |
| 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 | | | |
| 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) | | | |