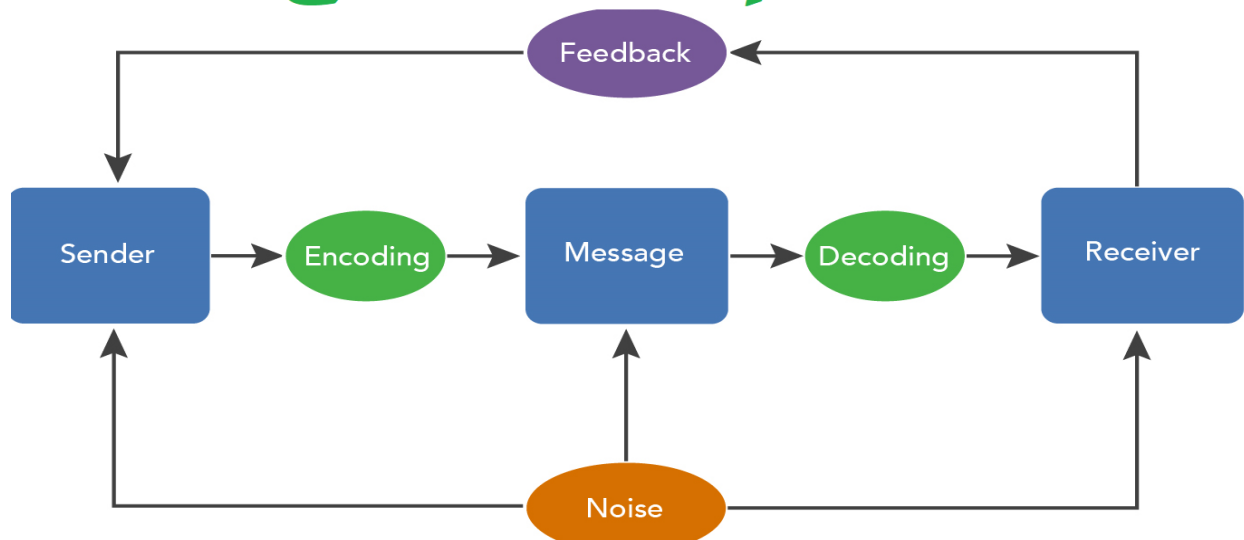


Human Resource Management

Level-II

Based on March 22, Curriculum Version 1

Communication Process



Module Title: - Human Resource Communication Skill

Module code: LSA HRM2 M06 1122

Nominal duration: 120 Hour

Prepared by: Ministry of Labour and Skill

November, 2022
Addis Ababa, Ethiopia

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Acknowledgment

Ministry of Labor and Skills wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

Acronym

Introduction to the Module

Communication skills are the abilities you use when giving and receiving different kinds of information. Some examples include communicating new ideas, feelings or even an update on your project. Communication skills involve listening, speaking, observing and empathising.

For HR professionals, communication is a two-way process that involves top-down dissemination of HR plans and bottom-up questions from employees. When communication flows freely, employees enjoy a clear understanding of their benefits, while HR managers take in feedback on how effectively HR programs are working.

This module covers the knowledge, skills and attitudes required to receive, respond, act on verbal and written communication, interpret and convey information in response to workplace requirements.

This module is designed to meet the industry requirement under the Human Resource Management occupational standard, particularly for the unit of competency: **Apply HR Communication Skill**

This module covers the units:

- Routine spoken messages
- Workplace written notices
- Obtain and convey information
- Meetings and discussions
- Work related documents

Learning Objective of the Module

At the end of this module the trainees will be able to:

- Follow routine spoken messages
- Perform workplace duties following written notices
- Obtain and convey workplace information
- Attend in meetings and discussions
- Complete relevant work related documents

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Do the “LAP test” given at the end of each unit and
4. Read the identified links and reference book for Examples and exercise

Unit One: Routine spoken messages

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Communication overview
- Gathering and interpreting information
- Recording information in storage
- Acting upon instructions with information received
- Seeking clarification from workplace supervisor

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Understand communication
- Gather and interpret information
- Record information in storage
- Act upon instructions with information received
- Seek clarification from workplace supervisor

1.1 Communication Overview

Communication may be defined as interchange of thought or information between two or more persons to bring about mutual understanding and desired action. It is the information exchange by words or symbols. It is the exchange of facts, ideas and viewpoints which bring about commonness of interest, purpose and efforts.

1.1.1 Purpose of communication

The purpose of any given communication may be:

1. **For instruction:** The instructive function unvarying and importantly deals with the commanding nature. It is more or less of directive nature. Under this, the communicator transmits with necessary directives and guidance to the next level, so as to enable them to accomplish his particular tasks. In this, instructions basically flow from top to the lower level.
2. **For integration:** It is consolidated function under which integration of activities is endeavored. The integration function of communication mainly involves to bring about inter-relationship among the various functions of the business organization. It helps in the unification of different management functions.
3. **For information:** The purposes or function of communication in an organization is to inform the individual or group about the particular task or company policies and procedures etc. Top management informs policies to the lower level through the middle level. In turn, the lower level informs the top level the reaction through the middle level. Information can flow vertically, horizontally and diagonally across the organization. Becoming informed or inform others is the main purpose of communication.
4. **For evaluation:** Examination of activities to form an idea or judgement of the worth of task is achieved through communication. Communication is a tool to appraise the individual or team, their contribution to the organization. Evaluating one's own inputs or other's outputs or some ideological scheme demands an adequate and effective communication process.
5. **For direction:** Communication is necessary to issue directions by the top management or manager to the lower level. Employee can perform better when he is directed by his senior. Directing others may be communicated either orally or in writing. An order may be common order, request order or implied order.

6. **For teaching:** The importance of personal safety on the job has been greatly recognized. A complete communication process is required to teach and educate workers about personal safety on the jobs. This communication helps the workers to avert accidents, risk etc. and avoid cost, procedures etc.
7. **For influencing:** A complete communication process is necessary in influencing others or being influenced. The individual having potential to influence others can easily persuade others. It implies the provision of feedback which tells the effect of communication.
8. **For image building:** A business enterprise cannot isolate from the rest of the society. There is interrelationship and interdependence between the society and an enterprise operating in the society. Goodwill and confidence are necessarily created among the public. It can be done by the communication with the different media, which has to project the image of the firm in the society. Through an effective external communication system, an enterprise has to inform the society about its goals, activities, progress and social responsibility.
9. **For employees' orientation:** When a new employee enters into the organization at that time he or she will be unknown to the organization programs, policies, culture etc. Communication helps to make people acquainted with the co-employees, superior and with the policies, objectives, rules and regulations of the organization.

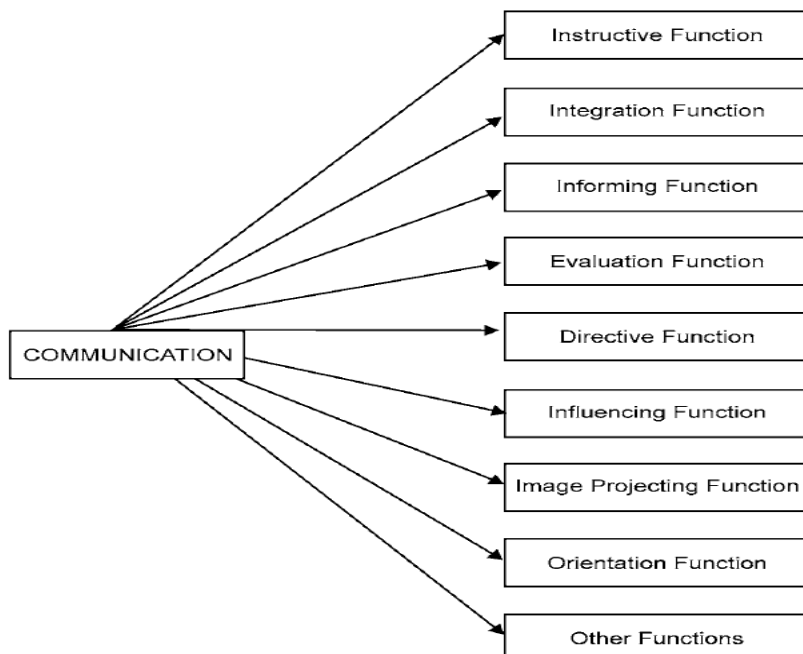


Figure 1 Purpose of communication

1.1.2 The communication process/cycle

The transmission of sender's ideas to the receiver and the receiver's feedback or reaction to the sender constitute the communication cycle. The process of communication begins when one person (the sender) wants to transmit a fact, idea, opinion or other information to someone else (the receiver). This fact, idea or opinion has meaning to the sender. The next step is translating or converting the message into a language which reflects the idea. That is the message must be encoded. The encoding process is influenced by content of the message, the familiarity of sender and receiver and other situation of factors.

After the message has been encoded, it is transmitted through the appropriate channel or medium. Common channel in organization includes meetings, reports, memorandums, letters, e-mail, fax and telephone calls. When the message is received, it is decoded, by the receiver and gives feedback to the sender as the conformation about the particular message has been carefully understand or not.

1.1.3 Elements of communication process

The process of communication involves the following elements:

1. **Sender or transmitter:** The person who desires to convey the message is known as sender. Sender initiates the message and changes the behaviour of the receiver.
2. **Message:** It is a subject matter of any communication. It may involve any fact, idea, opinion or information. It must exist in the mind of the sender if communication is to take place.
3. **Encoding:** The communicator of the information organises his idea into series of symbols (words, signs, etc.) which, he feels will communicate to the intended receiver or receivers.
4. **Communication channel:** The sender has to select the channel for sending the information. Communication channel is the media through which the message passes. It is the link that connects the sender and the receiver.
5. **Receiver:** The person who receives the message is called receiver or receiver is the person to whom the particular message is sent by the transmitter. The communication process is incomplete without the existence of receiver of the message. It is a receiver who receives and tries to understand the message.
6. **Decoding:** Decoding is the process of interpretation of an encoded message into the understandable meaning. Decoding helps the receiver to drive meaning from the message.

7. **Feedback:** Communication is an exchange process. For the exchange to be complete the information must go back to whom from where it started (or sender), so that he can know the reaction of the receiver. The reaction or response of the receiver is known as feedback.
8. **Brain drain:** On whole process there is a possibility of misunderstandings at any level and is called brain drain. It may arise on sender side if they do not choose the adequate medium for delivery of message, by using default channel and it may also arise when receiver does not properly decode the message. In other words, we can say that it is breakdown of cycle at any level.

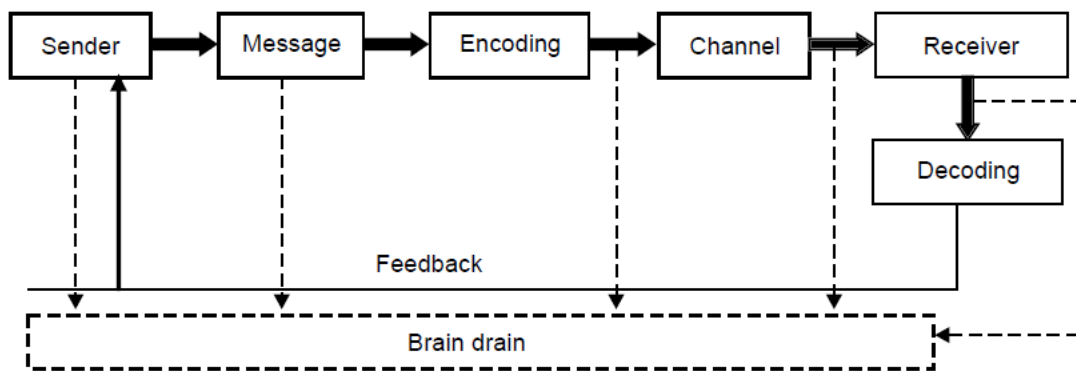


Figure 2 Communication Process

1.1.4 Main types of communication

Communication can be grouped into four main forms – verbal, non-verbal, written and visual.

Verbal communication

Verbal communication is probably the most used form of communication. It relies on sharing spoken words that the communicator and the receiver both understand.

Non-verbal communication

Non-verbal communication is when you communicate to others without the use of words. Often non-verbal communication is sent unintentionally, that is, you don't deliberately send it as part of your message, but it is still received by the other person.

Some different kinds of non-verbal communication include:

- Body language
- Posture
- Facial expressions.

Written communication

Written communication means putting words onto a page or screen. There are many different types of written communication – some are shown in Table 6.1. Each type is more suited to some situations, audiences or purposes than others. We'll look at written communication in detail later in this unit.

Visual communication

Visual communication is all the types of communication that we see that are mainly pictorial, although there could be a few words present as well, such as on a sign or poster. Visual communication is explored in more detail later on in the unit.

Some examples of these four main types of communication are shown in Table 6.1

Verbal	Written	Visual	Non-verbal
Face-to-face conversations	Letters	Signs	Waving
Telephone conversations	Emails	Diagrams	Crossing your arms
Voice mail	Texts	Plans and drawings	Frowning
Teleconferences	Reports	Video	Tone of voice
Meetings	Faxes	Photos	Touching
Interviews	Notes	Symbols	Dancing
Lectures	Instructions		Appearance
	Notices		Facial expressions

Each type of communication is suited to a range of communication purposes and some types are easier to use than others. Have a think about the types of communication you use by trying the activity below.

1.1.5 Communication barriers

Lots of things can get in the way of good communication. Barriers to communication can include:

The words used

Words can be misunderstood or get in the way of communication for several reasons. They might:

- Genuinely have more than one meaning
- Be able to be interpreted in several ways
- Be specialized or technical
- Be used only in certain places, such as slang
- Be offensive
- Be negative.

Context

When we're talking about communication, context means what else is happening around the people who are communicating, either in their work or personal life. If someone is sad, angry or busy, they are less likely to be helpful or flexible if you approach them with a request or problem. So be aware of what's happening in the life of the people around you when you're communicating with them.

History

Everyone in your workplace has done other things before; they've been students, sons or daughters, brothers or sisters, members of teams, employees, friends or enemies. This means they bring to their work all their past experiences, feelings, attitudes, values and expectations.

Individual factors

Individual factors can affect communication. You need to consider other people's abilities when communicating with them. To avoid miscommunication, you may need to change what you say, how you say it or how you interpret what someone else is trying to communicate to you.

Environment

The environment means what is around us. The work environment means the place we work, what goes on around us in that place and how that all interacts. When we're trying to communicate, the environment can impact how effective that communication is.

Information

How much information you include in a communication is important. If you don't include enough, important things could be left out and mistakes could then happen. If you include too much, the other person might get confused or stop paying attention and the message still won't get through properly.

1.1.6 Checklist – avoiding communication barriers

This list summarises the communication barriers you’ve looked at so far.

- Words – choose words that will communicate effectively. Avoid jargon or overly complicated explanations.
- Context – make sure the person you’re communicating with is in a good space, and not too busy, distracted or upset. Choose a time and place where your message is most likely to be well received.
- History – try to know a bit about the people you work with and what they’ve done in the past and take this into account when you communicate with them. If someone doesn’t ever say anything at meetings there might be a very good reason.
- Individual factors – get to know how the people you work with operate and take this into account when you communicate with them. Knowing that someone is shy, for example, can stop you from making the mistake of thinking that they’re unfriendly or avoiding you.
- Environment – make sure communication takes place in an appropriate environment, that is, one where everyone has a good chance of clearly seeing or hearing the message or conversation.

1.2 Routine Spoken Messages

In primary industries a large proportion of communication is verbal or spoken. This may occur face-to face or via telephones or two-way radios. For verbal communication to be effective both the speaker and the listener need to be actively engaged in the conversation. The speaker should be clear, concise, and courteous and use a style of language that is appropriate to the situation and the audience. The information should be accurate to the best of the speaker’s knowledge. The tone of voice and body language used when speaking is often as important as the words themselves. The listener should give the speaker their full attention and be sure that they clearly understand the message being conveyed. Again, body language is very important.

Good listening skills are necessary when receiving instruction or being taught new procedures.

1.3 Gathering and interpreting information

Every day, organisations are exposed to an abundance of information they must manage, such as letters, emails, minutes of meetings, reports, journals, promotional material, newsletters, raw data, contracts, financial documents, customer and staff details, and operational plans. All of this is essential for the day-to-day operations and the continued growth and prosperity of the organisation. If this mass of information is to be used to benefit the organisation, collecting, and interpreting information must be managed efficiently through systems and processes

1.3.1 Gathering information by listening

Information gathering is the act of getting varied kinds of information for a particular reason or purpose. Further, the information gathering can be used for a variety of different reasons; however, the main benefit with regards to workplace is that one will become aware of more diverse sources, opinions, and approaches which will enhance one's workplace communication. The type of information you are trying to obtain, as well as the people or other resources providing the information will determine which techniques you should use. Among The common methods in gathering information includes listening.

Listening is a significant skill you should have. How well you listen has a major influence on workplace effectiveness, and on the quality of your relationships with others. For example, we listen to obtain information, to understand, for enjoyment and to learn. Evidently, listening is a skill that we can all benefit from improving. By becoming a better listener, you can develop your efficiency, as well as your ability to influence, convince and negotiate. In addition, you'll avoid conflict and misinterpretations.

The following are some of the effective informational listening approaches which can help you gather information in the workplace:

Info listening. Make sure you receive the same thoughts which speakers are trying to convey.

Don't judge or argue prematurely. Try to understand the speaker's ideas before judging them.

Look for key ideas. Listen carefully to the speaker to find out the main ideas that he or she is trying to convey.

Paraphrase. Restate in your own words the message of the speaker. Repeating the speaker's words as he or she says them will strengthen his or her message and help you to stay attentive.

Knowledge of Vocabulary. The more words you know, the more you can understand. Therefore, increasing mastery of vocabulary through techniques like learning a new word a day or reading books can contribute in being a good informational listener.

Concentration. You must know that in order to concentrate, you need to be motivated to focus, stay disciplined in the face of distractions, actively and mentally say no to distractions, and accept responsibility in getting the task at hand accomplished. Informational listening requires immense concentration.

Memory. With good memory, you can recall experiences and information from our lives to help make sense of information in informational listening.

Refraining from Judgment. This skill requires an open mind. If you begin judging and jumping to conclusions when attempting to properly listen and retain information, our mind will wander and possibly miss valuable pieces of information.

Organization. This means identifying key concepts from auditory information and mentally organizing them into an outline so that you can better understand and remember material.

Asking Questions. If listening to a panel discussion, asking mental questions to further grasp the information as the speakers are talking can mean that the listener is truly comprehending the information that is being said.

Taking Notes. This is a common skill that enhances informational listening in school. One valuable tip in taking notes is to only write down key concepts and terms instead of trying to write down everything that is being said.

1.4 Interpreting gathered information

Information interpretation is the process of assigning meaning to the collected information and determining the conclusions, significance, and implications of the findings. In business terms, the interpretation of information is the execution of various processes. This process analyzes and revises information to gain insights and recognize emerging patterns and behaviors. These conclusions will assist you as a manager in making an informed decision based on numbers while having all of the facts at your disposal.

Steps of Information Interpretation

Information interpretation is conducted in 4 steps:

- Assembling the information, you need

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- Developing findings or isolating the most relevant inputs;
- Developing conclusions;
- Coming up with recommendations or actionable solutions.

Considering how these findings dictate the course of action, information analysts must be accurate with their conclusions and examine the raw information from multiple angles. Different variables may allude to various problems, so having the ability to backtrack information and repeat the analysis using different templates is an integral part of a successful business strategy.

1.5 Recording information in storage

Recording information means the information added to a document at the time such document is recorded, including but not limited to, the date and time of receipt of such document for recording, the name and municipality of the recording officer, and the book and page of such document or other suitable indication of its location

The appropriate storages that may be used to record information may include

- I. Manual filing system
- II. Computer-based filing system

Principle of information recording

Information should be recorded in accordance with the following key principles:

- All relevant information must be recorded;
- Manual records must be legible, signed and dated;
- Records must be contemporaneous and kept up to date;
- Records must be written in plain language and prejudice must be avoided;
- Records must be accurate and adequate;
- Records must clearly distinguish between statements of fact and opinion;
- Managers must oversee, monitor and review all records;
- Records should be kept securely;
- Manual records moved to a new location must be monitored;
- Show professional analysis, thinking, rationale for all decisions;
- Show management involvement, sign off of all key decision points;
- Show referral by line manager to senior management as needed

1.6 Act upon Instruction with information received

If instructions are not clear, people will get confused and things won't be done the way they should be. Giving and receiving instructions clearly is an important part of being an effective employee.

Giving instructions

To give effective instructions you need to:

- Explain what is to be done, ie the task
- Use easy-to-understand language
- Put things into a logical sequence
- Demonstrate or use pictures, if necessary
- Pay extra attention to safety issues
- Take enough time
- Check that the other person understands.

A good way to check if someone understands is to get them, to explain back to you what you told them or get them to do what you just explained to them. They might need to have a few tries and you might need to provide some or all of the instructions again.

Receiving instructions

The most important thing about receiving instructions is to thoroughly understand what needs to be done. To do this you'll need to:

- Listen carefully (remember all those listening skills we looked at earlier)
- Ask as many questions as you need to
- Check your understanding by repeating things back to the speaker
- Pay extra attention to safety issues
- Give some feedback
- Ask for help straight away if you discover that the instructions no longer make sense when you get started on the task.

1.7 Seeking clarification from workplace supervisor

Asking for clarification shows that you're attentive and that you care enough to make sure you thoroughly understand what you've been told.

There are a few simple steps to follow when you're looking for further explanation from the workplace supervisor.

- **Admit you need clarification.** Admitting you need more information makes the next step much easier for the person you ask. Don't be vague, simply state that you don't understand.
- **Don't blame the other person.** Own your confusion. Don't say anything that sounds accusatory. You'll get a much better response from, "Would you explain that to me again?" than "That was as clear as mud!"
- **Summarize.** If the conversation has been a lengthy or complex one, it can be helpful to give the other person a summary of what's taken place up to this point.
- **Be specific.** If there's a specific thing that's unclear to you, name it. Don't make the other person flail around trying to figure out what you do understand and what you don't.

Self-check-1

Part I. Say True if the statement is correct and False if the statement is wrong

1. A complete communication process is necessary in influencing others or being influenced.
2. When new employee enters at that time he will be unknown to the organization programs, policies
3. Non-verbal communication is probably the most used form of communication
4. While recording info, Records must be written in plain language and prejudice must be avoided;

Part-II: Choose the correct answer

1. _____ is the act of getting varied kinds of information for a particular reason or purpose
 - A. Information gathering
 - B. Listening skill
 - C. Receiving instructions
 - D. Nonverbal communication
2. _____ is a fundamental communication skill for understanding both the verbal content and the underlying feelings embedded in the message.
 - A. Listening
 - B. presentation skill
 - C. listening skills
 - D. Leading discussions
3. One of the following is not to Effective Listening
 - A. Be attentive, yet relaxed
 - B. Listen to the words and try to picture what the speaker is saying.
 - C. Do not interrupt and do not impose your "solutions."
 - D. Be aware of potential barriers that impact your ability to listen effectively.
 - E. None of the above
4. _____ is the most used form of written communication and mostly used for external communication.
 - A. Letters
 - B. Memos
 - C. Policy manuals
 - D. Company newsletters
5. Which one of the following is not right about tips of receiving instructions?
 - A. Explain what is to be done, ie the task
 - B. Listen carefully (remember all those listening skills we looked at earlier)
 - C. Ask as many questions as you need to
 - D. Check your understanding by repeating things back to the speaker

Part III. Give answer to the questions

1. List and discuss main types of communication?
2. Describe the element of communication process
3. List and discuss the effective informational listening approaches in the workplace?
4. What are the Steps of Information Interpretation?

Unit Two: Workplace written notices

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Reading and interpreting written notices and instructions
- Following in sequence routine written instruction
- Giving feedback to workplace supervisor

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Read and interpreting written notices and instructions
- Follow in sequence routine written instruction
- Give feedback to workplace supervisor

2.1 Reading and interpreting written notices and instructions

Written notices are a means of formal communication targeted at a particular person or a group of persons. It is like a news item informing such person or persons of some important event. This can be an invitation to a meeting, an announcement of any event, to issue certain instructions, make appeals etc. On the other hand, written instructions mean directions, orders, or recommended rules for guidance, use, etc.

Written information resource

In the workplace, written information can take the form of:

- Written work instructions
- Internal memos/memorandum
- Business letters
- External communications
- Electronic mail
- Briefing notes
- General correspondence
- Marketing materials
- Journal articles
- Workplace signs
- Informal notes

Writing effectively

To make your writing effective, follow the succeeding tips:

- Use short sentences, because they are easier to read than long ones
- Use the ‘active voice’, which tells the reader who does what, for example ‘the driver will unload the bricks’. Using the ‘passive voice’ to write the same thing requires a longer and more complicated sentence, for example ‘the bricks will be unloaded by the driver’
- Use as few words as possible
- Only include the relevant information
- Use simple everyday language, and avoid technical terms (jargon) unless you are writing for a specialist in the field and you know that they will understand.

The writing process

It's important that anybody who reads information that you write is able to understand it. Your writing needs to be clear, concise and logical.

There are three main things to do:

1. Plan before you write
2. Draft
3. Edit and check your work.

1. Plan before you write

Before you start writing, take a few minutes to ask yourself the following questions.

Why am I writing?

Be clear in your own mind about why you are writing. For example, requesting agenda items from workmates for a meeting, explaining to a client why there's been a delay, persuading someone to do something, or sharing good or bad news. Don't expect the reader to understand why you're writing if you don't!

Who am I writing for?

Who you are writing for will determine how much and what type of information you provide. You might use technical language with an expert that you would not use with a client. Or you might provide a lot of detailed information when asking a supplier for product information, but only the most important details when explaining to a workmate what product will be supplied.

When is it required?

Being aware of time requirements allows you to prioritize and structure your time. Timing refers to when you need to have finished the task, whether it needs to be sent somewhere by a particular time and also when you would like an answer, action or result from the reader/s.

2. Draft

Once all your planning is complete, gather all the information you need and put it into a logical order. Regardless of how big or small your written item is, it will be easier to read if the information follows a logical progression. This might be from most to least important, or maybe from first to last step. Then write a first version of your document – this is called a draft. A draft is a version which is made for examining and correcting before writing the final version.

3. Editing and checking your writing

Editing and checking gives your work a professional finish. Mistakes in written communication distract the reader and reflect badly on you and the organisation. Check that there are no spelling

errors or incorrect words, that nothing is missing, and that the information flows smoothly when read. No matter what the subject is, think about whether it is polite and courteous. If necessary, ask someone else to read your work and give feedback

2.2 Following in sequence routine written instruction

The following points should help you to follow written instructions in a more effective way.

- Read through all the instructions or steps before beginning the task.
- This will give a clear picture of what the whole tasks involve - If diagrams are provided take the time to look at them carefully. As you work through the task check the diagrams to make sure that your work matches the example given.
- If you are not sure of the meaning of any words or terms take the time to find out the correct meaning
- Ask your workplace supervisor if you guess correctly you may find that you cannot complete the task or that the finished task is not done properly.
- Avoid the temptation to try to complete the task before reading all the instructions
- Although the job may take a little longer, it will save time in the long run as you may avoid mistakes.

2.3 Giving feedback to workplace supervisor

Feedback will look differently depending on the type of work you do. In small teams and creative settings, the relationship between a manager and an employee might be more friendly and relaxed, so feedback can be casually tossed around without much friction or stress. No matter the scenario, feedback should always lead to a constructive discussion between a manager and an employee—it shouldn't, for example, be a directive or contain an ultimatum.

Here are some tips how you can give constructive feedback to your manager

- **Make sure your constructive feedback is actually constructive**

The clue is in the name—constructive feedback should be motivating and help to build toward, or *construct*, a positive outcome or change in behavior. That doesn't mean you can't give negative feedback, but all feedback is generally better received when you focus on solutions rather than complaints.

- **Use questions to get a sense of the situation**

Did you know that questions are an effective way of delivering feedback to your boss in a cooperative and non-confrontational way? Keep in mind that this is a well-known negotiation tactic, so be careful not to come across as patronizing or ambiguous.

- **Be sincere and express your true feelings**

Be completely honest, while also remaining professional. Don't avoid your feelings or water down your feedback; otherwise, the importance you feel about the matter might not be fully expressed to your manager. In turn, they might fail to act entirely, or even fail to adjust to the extent you need them to. Avoid diluting your feedback with wavering phrases like, "It's not a big deal, but..."

- **Get straight to the point**

Cutting straight to the chase leaves no room for misinterpretation, avoids emotion, and makes you appear decisive and confident in your ideas. Circling around the issue for too long or building up to your point with too much small talk can make things awkward and places a needlessly uncomfortable focus on the impending feedback.

- **Give some positive feedback, too**

The technique of delivering hard-to-swallow feedback in a "compliment sandwich" is a classic, but it works as long as you can pull it off naturally. You don't have to bookend your criticism with praise, but by leading with some positive feedback—while avoiding ambiguity—you can create a more constructive atmosphere in the room

Self-check 2

Part I. Say True if the statement is correct and False if the statement is wrong

1. In writing the use long sentences is better, because they are easier to read than short ones
2. Mistakes in written communication distract the reader and reflect badly on you and the organisation.

Part-II: Choose the correct answer

1. Among the tips that you can give constructive feedback to your manager includes?
 - A. Make sure your constructive feedback is actually constructive
 - B. Use questions to get a sense of the situation
 - C. Be sincere and express your true feelings
 - D. Get straight to the point
 - E. all
2. In the workplace, written information can take the all the following forms Except?
 - A. Written work instructions
 - B. Internal memos/memorandum
 - C. Facial expression
 - D. External communications
3. To make your writing effective, follow all the succeeding tips Except____?
 - A. A Use as few words as possible
 - B. Only include the relevant information
 - C. Use simple everyday language
 - D. always use technical terms (jargon)

Part III

Short answer

1. Discuss the steps in writing process?

Unit Three: Obtain and convey information

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Accessing specific and relevant information
- Using effective communication skills
- Using appropriate medium
- Using appropriate non- verbal communication
- Identifying and following lines of communication
- Using defined workplace procedures
- Carrying out personal interaction

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Access specific and relevant information
- Use effective communication skills
- Use appropriate medium
- Use appropriate non- verbal communication
- Identify and follow lines of communication
- Use defined workplace procedures
- Carry out personal interaction

3.1 Accessing specific and relevant information

Information is knowledge acquired through experience or study of specific timely events or situations- such as news. Information by and about companies is available to varying degrees. As a general rule the larger the company the more information there is likely to be available. The amount of information available will also depend on the type of company. Generally, the appropriate sources of information in workplace may include Team members, Supervisors, Organization board. However, following are broad sources of information that you can access in workplace

Sources of information

We can group information sources into two broad categories as follows:-

- I. Documentary Sources
- II. Non-Documentary Sources

I. Documentary Sources

All recorded sources of information, irrespective of their content and form, come under documentary sources. These may be published or unpublished, in print or in electronic form. These may be books, periodicals, magazines, or reference books and others. Documentary Sources can be further categorized based on their information contents and physical form as follows: -

- Primary
- Secondary, and
- Tertiary sources of information.

II. Non-Documentary Sources

Non-documentary sources of information are those sources which are not recorded in any form.

Under this category come: -

- Humans
- Organisations
- Mass Media other than print media, and
- Internet

3.2 Using effective communication skills

Effective communication is the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose. When we communicate effectively, both the sender and receiver feel satisfied. Communication occurs in many forms, including verbal and non-verbal, written, visual, and listening. It can occur in person, on the internet (on forums, social media, and websites), over the phone (through apps, calls, and video), or by mail. For communication to be effective, it must be **Clear, Cohesive, Complete Concise** and **Concrete**. We consider these to be the 5 C's of communication, though they may vary depending on who you're asking.

3.2.1 Active listening and Speaking skills

A. Active listening skills

Active listening can be challenging for most people to develop. There are some reasons as to why both native and non-native speakers find listening difficult. There are some obvious reasons for this. First, we may have our own notions or responses about how things should be going. Second, we may have hard time in separating our feelings from others. Third, we may be waiting for the speaker to finish his response for any reason or so forth. However, applying some suggested methods and ways in our communication with others can actually make us an effective active listener. The following are the steps to improve listening skills.

- i. **Give focused attention but be relaxed.** Here we should block out and inner distraction and pay undivided attention to listening content. Also, inner thinking and dialogue should be switched off so that we completely focus on what we are hearing.
- ii. **Maintain an eye contact and face the speaker.** Direct eye contact shows our intention to listening. Keeping an eye contact also means that we are willing to be open minded and interested in talk what the other person is talking about. It does not win and instant or intense eye contact but a reasonable one.
- iii. **Watch body language.** Being aware of our body posture, the non-verbal cues such as nodding, leaning slightly forward can create a warm atmosphere to welcome spoken interaction. Besides, it lets the speaker feel valued and heard.

- iv. **Allow silence.** It is very essential that we learn to keep calm when necessary and not to disturb them with our own statement. A pause allows the speaker to gather his thoughts, and interruption would make the speech conveyed with a lot of errors
- v. **Reflect.** Here, we are not asked to exactly repeat what we may have heard but it is about paraphrasing and reflecting back. We repeatedly ask ourselves questions and repeat what have been just said in order not to forget the statement
- vi. **Ask clarifying questions.** The aim here is to make sure that we understand what we are listening. We can ask confirming questions that require short answers such as, yes or no answers. Or else, we can also ask the following questions: „what you are saying is...“, „If I get you right...“, „what I understand is...“ and so forth.
- vii. **Defer judgments and keep an open-mind.** That involves delaying judgments, assumptions or inferences until the speaker is done speaking. It is important to wait for what he or she has to say before formulating ideas because these prior judgments may distort valuable information.

B. Active Speaking skills

- i. **Keep it simple:** Whatever you are speaking about, you need to be able to express your ideas, thoughts and feelings in a manner that can be understood easily. The key principles are as follows to keep it simple:
 - Organize your information and keep the language simple
 - Avoid using complicated words or try to impress by using long words unless absolutely necessary
 - If you are in a position to use complicated words, try to know what they mean first
- ii. **Being Accurate:** Accuracy of information is absolutely important. The following points have to be considered:
 - Be sure of your facts
 - Choose the right words to express your facts
 - Never quote something that could be challenged
- iii. **Behaving normally:**

Normal Behavior characters are;

- Whenever speaking to others, never try to put an act.
- Be yourself.
- Speak as you normally speak.
- Behave in way that feels comfortable to you.

iv. Managing your appearance; good appearance is important to speak confidently about yourself. Dirty shirts and greasy cloths may put wrong impression about you.

v. Managing your voices;

In managing your voices some Important points to be followed:

- Manage your voices, your accents and avoid repetitive phrases.
- Never speak too fast, speak slowly and clearly
- Take plenty of pause
- Use volume that is audible to all
- Vary the tone of your voices

3.2.2 Barriers for effective listening

- ✓ the speaker speaks in a very low or shrill voice that does not reach the receiver
- ✓ the speaker speaks very rapidly or with an accent that is not clear
- ✓ the microphone or the loudspeaker is defective.
- ✓ the speaker speaks very close to the microphone or keeps too much of distance
- ✓ there are other voices and noises that dilute the sound level of the speaker
- ✓ there are frequent interruptions

3.3 Using appropriate medium of communication

In the communication process, a medium is a channel or system of communication—the means by which information (the message) is transmitted between a speaker or writer (the sender) and an audience (the receiver). The plural form is media, and the term is also known as a channel.

The medium used to send a message may range from an individual's voice, writing, clothing, and body language to forms of mass communication such as newspapers, television, and the internet

A communication medium can either be virtual or physical. It may contain more than one element or communication type, and it may address either an individual or a group of people.

Some communication mediums may emphasize directness, while others may be more flexible and allow audiences to derive their own interpretations from the speaker's message.

3.3.1 Types of communication mediums

Here are some common types of communication mediums with consideration for how to use them in the workplace:

1. Face-to-face communication

One of the most common types of communication in the workplace is face-to-face communication. This involves direct communication between two or more people, usually in conversation with one another. It can also include non-conversational, in-person communication, like a speaker presenting at a conference with an audience of professionals.

An in-person, face-to-face communication medium typically uses both verbal and nonverbal expressions to communicate a message. Speakers state their message and may use gestures and other nonverbal cues to emphasize their meaning and intent. Listeners receive and process the message as the speaker delivers it, and they may respond immediately with their own thoughts and questions.

The benefit of this style of communication is its immediacy. In a conversation, all parties can participate. This allows for an equal exchange of ideas without the need to wait for a response.

2. Virtual remote communication

Remote communication typically involves the use of technology to send a message to someone operating in another location. There are several types of remote communication methods, including those that involve written, verbal and visual communication styles.

For example, one common type of workplace remote communication is email. Emailing a client or another member of your organization is a simple and quick method of contacting someone remotely. Other remote communication options include conducting a video conference or phone call, sending a text or instant message or using a pager or intercom.

Remote communication is a great way to contact those working in a different location from your own. This form of communication is often less formal than a face-to-face meeting, though some may use video conferencing in place of face-to-face meetings for more formal conversations that require remote communication.

For example, an employer may establish a videoconference with a job candidate to conduct a remote interview in place of an in-person one.

3. Written communication

Although less common due to technological advancements, written communication can still play an important role in the workplace. This form of communication involves physically written notes, letters and memos. Written communication may either be formal or informal, depending on its context.

For example, leaving a handwritten note as a reminder to a coworker can be an informal style of communication. An example of formal written correspondence may be a handwritten card written to thank a coworker for their support. Similar to virtual remote communication, written communication involves less immediacy than face-to-face communication.

4. Social media communication

Social media communication in the workplace is more commonly used to promote messages to external consumers rather than internal employees. Many companies use social media to connect with their target consumers through advertisements and promotions.

Social media can be a great way for companies to attract the attention of customers, and it can combine various communication mediums. For example, some platforms support visual content like pictures, while others emphasize video communication. Most platforms allow users to interact in private or public chat messages, which can allow for communication between two or more participants.

Some companies or work teams may use social media for internal purposes. For example, your work team might use an instant messaging platform to quickly send messages to coworkers.

Others may use professional social media platforms to conduct outreach with potential business partners. Although social media messaging is typically less formal than other types of messaging, it can be a convenient way to communicate with an audience.

5. Nonverbal communication

In addition to spoken and written communication, nonverbal cues can help you express your message to your audience. Being aware of how nonverbal cues like tone and gestures affect your communication can help you use these elements to better express yourself to your listeners.

Often, people give nonverbal cues subconsciously when they speak to another person, but learning about these cues and how they express your ideas and feelings can help you use them to enhance your communication.

Since nonverbal cues rely on gestures and expressions, such as smiling, they can be difficult to express through some mediums. When talking on the phone or sending written correspondence, you may need to account for the lack of nonverbal cues so you can ensure your audience understands your message clearly.

When speaking to someone in person or face-to-face, be conscious of your nonverbal cues and use them to improve the clarity of your communication or make the right impression on your audience

3.3.2 Tips for choosing a medium

Here are some things to consider when choosing the right medium for your communication:

Urgency

Consider the urgency of your message and how likely the audience is to receive and respond to your message based on the medium. For example, if you're trying to contact a team member outside of work hours, they may be more likely to respond to a phone call rather than an email.

Written forms of communication have less immediacy than face-to-face conversations. Audiences may not respond immediately to written forms of communication, while it's more natural to respond immediately in a conversation.

Formality

Some types of communication may be more formal than others. While emails are typically informal or semiformal, a hand-written letter is typically very formal. When you take the time to write a letter, it shows additional effort and consideration which other communication mediums may not require.

By comparison, sending a text message or instant message through your company's social media platform is highly informal. Some face-to-face meetings are more formal than others. While having a conversation with a coworker in the break room is informal, scheduling a face-to-face meeting is typically more formal because it requires planning.

Purpose

Knowing the purpose of your message can also help you choose the right communication medium. When communicating with an audience, you may want to inform, express, influence, direct or make a request. In other situations, you may ask questions or expect a response from your audience.

Depending on your intent, you might choose a different medium for communication. For example, you might choose to do an in-person presentation to train a group of new employees so you can reach a large audience while also providing immediate opportunities for the participants to ask questions.

Relationship

Your relationship with your audience can influence what type of communication medium is most effective. The communication method you use to communicate with your employer may differ from the method used to contact a coworker.

Since these audiences have different relationships with you, adapting your communication medium to suit their needs and expectations allows you to communicate effectively. When asking your employer a question, you might send a semiformal email, whereas you may use an informal chat message to contact a peer.

Accessibility

Consider how easily your target audience can access your message based on your chosen medium. Some audiences may access your message easier when it's remote, while others may prefer in-person communication. If you work for a company with many remote employees and clients, hosting in-person meetings may not be possible.

By comparison, if you work with a small, in-person team, it may be quicker to have an impromptu, in-person meeting rather than emailing or scheduling a video conference. When you consider your audience's needs for accessibility, you can improve the likelihood of your audience receiving your message.

Information type

Some types of information are more easily expressed through certain mediums. For example, when sharing data with your audience, having visual references can support your communication.

Charts and graphs make it easier for your audience to comprehend data, so you might choose a communication medium that allows you to include visuals if you're discussing data patterns.

For information that you may need to reference later, having a written record can help you store that information. You may prefer to use email or a written memo for conversations you wish to

3.4 Using appropriate non- verbal communication

Nonverbal communication refers to the ways you communicate to others without words. This includes your physical gestures and how you position your body, facial expressions and other nonverbal cues that send messages to other people. Generally, you're not aware of your nonverbal communication, as they are often habits and unconscious actions. Your nonverbal communication can either reinforce or contradict your spoken communication

3.4.1 Types of nonverbal communication

Here are several types of nonverbal communication. Keep in mind that not everyone is comfortable or able to control these communication cues.

- **Facial expressions:** Facial expressions include eye movements, raising or furrowing your eyebrows and mouth movements. The benefit of using your facial expressions to communicate your feelings is that many cultures interpret facial expressions in the same ways.
- **Body movement and posture:** Your body movements refer to how you position and move your body when you walk, sit, stand and position your head. These motions can communicate interest, boredom, tiredness and confidence.
- **Gestures:** Gestures are movements made with your arms and hands, often used to reinforce or emphasize a point you're making. Gestures can include waving, pointing, clapping and raising your hand.
- **Eye contact:** Eye contact refers to looking other people in the eye when you're speaking or when they're speaking. Depending on the nature of the situation, eye contact can communicate interest, engagement, anger or attraction. Not all cultures view eye contact in the same way, so be aware if it makes the other person uncomfortable.
- **Touch:** Touch can communicate a variety of feelings, like friendliness, empathy and affection. Touch includes hugs, holding hands, a back rub and a kiss on the cheek. Touching is not viewed as inappropriate in some cultures, so be aware if it makes the other person uneasy.

- **Space:** Allowing too much or too little space between you and others can send varied messages, based on the conditions. For example, standing far away from someone may indicate fear, whereas standing too close can communicate dominance.
- **Voice:** Your voice refers to how you speak, meaning the volume, pace, tone and inflection you use. Your voice can communicate excitement, anger, sarcasm or confidence.
- **Time.** Respecting the time of other workers is also a nonverbal form of communication. For those that attend meetings with co-workers, being on time is of utmost importance. Arriving on time shows respect for others' time and contributions. Employees who are continually late for meetings and other appointments with co-workers signal that they may not respect their fellow employees' time or jobs.
- **Office Appearance.** Believe it or not, the state of an office also signals communication to co-workers. If a desk is messy and strewn with paperwork, a person glancing at the office may believe the occupant has a cluttered mind and is harried when it comes to work. Saving only the paperwork that will be needed in the future can cut down on the paperwork stack that many people experience. In addition, it is important to remember that only the things that are needed throughout the day need to be on the desktop itself.

3.5 Lines of Communication in an Organization

Communication within an organization can take one of the four lines – downward, upward, lateral and diagonal. The exact direction in which the information flows depend on the nature, size and structure of the organization.

In traditional or established organizations, most of the information flows in a vertical direction, either upward or downward. However, for start-ups, information often flows diagonally or horizontally.

i. Downward Communication

This is when the managers and supervisors share information with their subordinates in the company. Downward communication does not involve response unless included as a part of the message. The best example of this type of communication is an announcement of a new employee or a notice of a merger. Some other kinds of downward communication include videos, podcasts, blogs and speeches.

The most popular type of communication in this form is the everyday directives given to the employees by their managers. They can be verbal or even in the form of handbooks and manuals. This kind of communication generally delivers information that updates the people about important changes, goals and strategies, coordinate activities, improve consumer relations or give feedback.

ii. Upward Communication

When the information passes from lower-level employees to their superiors, it is called upward communication. An example of this line is a supervisor reporting to a department head. Some of the most common types of information shared through this mode include complaints, budget estimates, suggestions, progress reports, project proposals and more. A downward communication, at times, requires an upward response, like a manager asking for a replacement recommendation.

Today, managers aim to encourage voluntary upward communication in the organization without having to ask. To make this possible, some companies even organize contests and give away rewards for creative ideas and suggestions. Another example is the installation of hotlines to let the company members report illegal, unethical or harmful activities anonymously.

iii. Lateral & Diagonal Communication

Lateral communication is often termed as the backbone of any organization. It is also known as horizontal communication and generally takes place between departments at the same level in the organization. It is important for sharing information, ideas and thoughts between colleagues and even facilitates coordination between departments. While this form of communication usually suits large enterprises, it can be easily implemented by small and medium scale organizations.

Diagonal communication, on the other hand, refers to the exchange of information between different levels within an organization. It takes place between employees without any consideration of the hierarchy or reporting chain. It generally happens as informal conversations aimed to improve inter-departmental coordination and boost employee morale.

While lateral communication aims to coordinate activities between departments, diagonal communication intends to pass instructions from superiors to subordinates. Lateral communication facilitates clarification, mutual understanding, relationship and coordination

among departments while diagonal communication fosters the relationship between different levels of employees, reduces the workload and motivates the workers.

There are risks like rivalry and hostility with horizontal communication, diagonal communication can damage careers and create trust issues if the employee fails to inform his superior of the arising problems. It can also give rise to unhealthy competition and wastage of time in the organization.

3.6 Carrying out personal interaction

There are tons of rules in society, some written and some implicit— a red light means stop and most people obey. In the workplace there are established rules of respect as well. For example, if you physically assault someone, steal, or don't show up for work, it's likely you will be fired. For the most part, most employees have grasped those rules, but it tends to be the unspoken, often unwritten rules of behavior that cause the most problems in the workplace.

Here are five tips for creating respectful interaction in the workplace. These Rules of Respect are so universal they could be adopted and used in a multitude of workplace scenarios to ensure respectful interactions among employees.

1. Show curiosity for the views of others.

Science has shown us that mirror neurons work to create empathy among individuals. By taking the point of view of the people we work with we can better understand their motivations.

2. Seek ways to grow, stretch and change.

Sometimes we tend to think that our view is the correct one, because it's all we know. But there are many sources of knowledge that exist within the workplace and all we have to do is take the time to explore them. Learn about that new co-worker or have lunch with someone in another department.

3. Look for opportunities to connect with and support others.

When we interact with others in the workplace, it's easier to conquer our differences by finding ways to connect first. Does that co-worker with the different political beliefs also value family as much as you? This allows you to create a connection with the person based on commonality.

4. Allow yourself to be wrong on occasion.

Often when we assume we are right, we reduce the amount of new information that we take in, because obviously we know it all already! A better approach would be to accept that you may not be right all the time and allow yourself to learn from your co-workers' differences.

5. Engage others in ways that build their self-esteem.

Discussions of difference or diversity in the workplace can sometimes get ugly with people hurling personal insults at one another. Instead, try to boost the self-esteem of others when discussing such hotly contested topics. Building self-esteem is a major step toward creating a respectful workplace.

By practicing these simple tips on a regular basis, you can ensure that respect is not just another corporate buzzword in the workplace but an action that all employees partake in. And hopefully, before long, these rules will become ones that we all follow without giving them much thought.

Self-check 3

Part I. Say True if the statement is correct and False if the statement is wrong

1. All recorded sources of information, irrespective of their content and form, come under documentary sources
2. Remote communication is a great way to contact those working in a one same office location
3. Communication within an organization can take only two lines – downward, upward

Part-II: Choose the correct answer

1. Documentary Sources of information may include all the following except?
 - A. Primary
 - B. Secondary, and
 - C. Tertiary sources of information
 - D. Mass Media other than print media
2. Which one of the following is not among the steps to improve listening skills?
 - A. Give focused attention but be relaxed
 - B. Maintain an eye contact and face the speaker
 - C. Defer judgments and keep an open-mind.
 - D. Speak to fast, never speak slowly and clearly

Part III Matching

A	B
<ol style="list-style-type: none"> 1. Face-to-face communication 2. Virtual remote communication 3. Written communication 4. Social media communication 5. Nonverbal communication 	<ol style="list-style-type: none"> A. The ways in which people convey information about their emotions, needs, intentions, attitudes, and thoughts without the use of spoken language. B. Forms of electronic communication through which users create online communities to share information, ideas, personal messages, and other content C. Involves the use of technology to send a message to someone operating in another location. D. Involves direct communication between two or more people, usually in conversation with one another. E. Refers to the process of conveying a message through the written symbols.

Unit Four:- Meetings and discussions

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Attending team meetings on time
- Expressing own opinions and listening those of others
- Consistent meeting inputs with purpose and protocols
- Conducting workplace interactions
- Asking and responding to routine workplace procedures
- Interpreting and implementing meetings outcomes

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Attend team meetings on time
- Express own opinions and listening those of others
- Consistent meeting inputs with purpose and protocols
- Conduct workplace interactions
- Ask and responding to routine workplace procedures
- Interpret and implement meetings outcomes

4.1 Attending team meetings on time

Every workplace will have staff meetings/team meetings, formal and informal discussions. When a business places a proper value on the time spent by people preparing for and attending meetings, it is quickly seen that they are a very expensive exercise.

Have you ever been to one of those meetings where no objectives were met, no actions were agreed upon and generally it was a complete waste of your time? Effective meeting procedures are essential to ensure that the maximum output is gained from a meeting.

Some basic expectations are:

- a. **A clearly defined purpose to your meeting** – Ask questions such as; Why are we meeting? What are we trying to achieve? Are we meeting for meetings sake? However, consider that at times the purpose of bringing people together for a meeting may be to achieve other important interpersonal objectives like team building, brain storming or group problem solving. Make sure that you clearly communicate the meeting purpose well before hand, this gives attendees time to gather ideas or research issues prior to attending the meeting.
- b. **Advise people of the meeting in time for them to be able to attend** – It is amazing how often key people are left out of meetings or are not able to attend simply due to a lack of planning and sufficient notice.
- c. **Set an agenda** – An agenda aims to keep discussions on track and to keep everyone focused on the issues. The agenda should be distributed to attendees before the meeting.
- d. **Start and finish on time** – Make sure the meeting starts and finishes on time so participants feel that their time is valued and that they can plan for effective meeting participation to fit within their work load.
- e. **Manage the participants** – It is important that every person feels their attendance and contribution is valued. People must be given the opportunity to express their opinion as well as recognising they must also listen to others without interruption. Clear conflict management strategies must be in place

4.2 Expressing own opinions and listening those of others

4.2.1 Expressing own opinions

Meetings are a key way to get yourself noticed. When you "hold your own" in a meeting, you show that you're confident and proactive, and this can mark you out as a future leader. Unfortunately, your colleagues can't read minds. So no matter how many great ideas you have in your head, they're useless to you, your team, and your organization until you express them.

Let's look at eight ways to build your confidence and gain a sense of control that will allow you to express your opinion and to be heard in the meeting.

- **First, make sure that the situation warrants an opinion.** There are many cases where silence is the wiser path.
- **Start by listening politely.** Before you express your opinion make sure to listen. You'll know exactly what's being asked of you, you may learn more about the issue in the process, and the person doing the asking will be more engaged and receptive.
- **Think before you speak.** Before you open your mouth to say something, take a step back and think through exactly what you're going to say. Consider your tone and make sure your word choices leave as little room as possible for misunderstanding or trouble. Maintain a professional demeanor and be mindful of your body language.
- **Make sure you have all the facts.** Everyone has the right to express their opinion, but make sure to do your research and know the facts first. The more you know, the more you can put into words what you mean to say.
- **Say what you think in a detailed, straightforward manner.** Provide as many relevant specifics as possible when you give an opinion to ensure that people fully understand your point of view. Focus on the who, what, when, and where of the situation to make a detailed statement of your opinion.
- **Use "I" statements.** "I" statements are powerful because they promote connection and don't make the others feel alienated or excluded. People often state opinions in a way that makes them sound like facts—a habit that puts off the people they're trying to persuade. A simple preface like "I think..." or "In my experience..." can be all you need.

- **Lead from within:** Everyone has their own ways of expressing their opinions and we all have something to say, but finding ways to say it effectively is half the battle.
- **Provide the reasons for your point of view.** Provide reasons and build a case to support your point of view. Your opinion gains credibility when it's backed up with solid data.

4.2.2 Listening opinions of others

By being a good listener, you encourage others to explain and develop their opinion. Furthermore, the best way to get others to listen carefully to your opinion is for you to listen to theirs. In any case, good listening of other opinion is a skill that can be improved by following these guidelines:

- Give the speaker all of your attention.** Do not take unnecessary notes, look through papers, or draw pictures while the speaker is talking.
- Be patient.** Let the speaker finish before you begin to speak. If you interrupt, the speaker may feel that you are not interested in what he or she has to say.
- If you disagree** with what the other person is saying, **try to get a full understanding** of that point of view before you speak. You may want to repeat or paraphrase the other person's idea to make sure that you have understood it correctly.
- If another person is making a point that you disagree with, **do not plan what you are going to say while that speaker is still talking.** If you are trying to think of what to say next, you cannot pay attention to the speaker's entire message.
- Ask for clarification** if you do not understand what the speaker has said. Also, **ask questions** to encourage the speaker and to show that you are listening.
- Listen for the main ideas** that the speaker is communicating. Examine the facts or examples that the speaker uses to support the main ideas. Ask yourself whether these points are relevant and reasonable.
- Try to **judge what the speaker says rather than how well he or she says it.** It is the content of the message that is important, not the delivery.

Use **suitable body language** to encourage other speakers: look directly at people when they are speaking, smile sometimes, and nod when you agree with what they have said.

4.3 Consistent meeting inputs with purpose and protocols

4.3.1 Meeting procedures

If a club follows the correct procedures for a meeting, they will tend to flow smoothly, run on time and be an effective and fair source for decision making. In some cases there are no defined procedures at all and in other cases the procedures are defined and restrictive.

Meeting procedures are set up to:

- Improve the efficiency in the conduct of the business of the meeting while giving protection to the rights of members present.
- Enable every person in the meeting to have an equal right to be heard and to have the opportunity to have their viewpoint considered.
- Enable every person present to have an equal right to vote on the issues and to help in the decision making. Make sure that your club members are aware of the meeting procedures and kept informed of any changes.

Prior to the meeting

- Make arrangements for the meeting place.
- Send adequate notice of the meeting to all concerned.
- Minutes of the previous meeting should be enclosed if they have not already been sent.

Agenda

The agenda should be detailed enough to allow all those attending the meeting to arrive fully informed and prepared. Where possible ensure supporting papers/notes accompany the agenda.

At the meeting

Meeting procedures may vary according to the level of formality required to complete the agenda efficiently. A small club might be able to dispense with the more formal agendas required by a national organization.

Most people have experience with meetings. Often the constitution of clubs will give guidelines on how meetings are to be called and managed.

For formal meetings, Rules of Debate can be used. These are guidelines based on Parliamentary procedure and apply to general meetings of members and public meetings. Formal procedure gives meetings a structure and helps members reach clear decisions. They can also help control large meetings or a single antagonist on a committee.

Motions

The Rules of Debate require that all business be put forward as a positive statement of action called a “motion”. A motion is a formal recommendation put to a meeting for debate and consideration.

Understanding Motions

All items of business or issues requiring a decision must be presented to the meeting as motions which if passed, will then become resolutions.

All motions should be proposed by the “mover” in front of the chairperson and then supported (seconded) by another committee member before any discussion can take place on the item.

The proposer then explains the motion to support it. The seconder has the right to speak immediately or wait till the end of the debate.

The chairperson then calls for speakers alternately for and against the motion. At the end of the debate, the proposer can reply. A vote is taken. The secretary should record the motion, who proposed and seconded it and whether it was carried.

Amendments

Any speaker can move an amendment to the motion. When this happens, people speak for and against the amended motion. The amendment must be put before voting on the original motion. If the amended motion is carried, the debate continues on the amended motion. If the amended motion is lost, discussion moves back to the original motion.

Chairing meetings

Throughout the meeting the chairperson:

- Notes who wishes to speak, and indicates when a person may speak.
- Is responsible for keeping conversation to the subject.
- Decides when discussion should be brought to an end.
- Does not usually get involved in the discussion unless their opinion is sought.
- Should summarize the issue under discussion to aid in decision making.
- If it is apparent that a decision cannot be made - refer the item to a working group for a report at the next meeting.

Voting at meetings

The chairperson must have a clear understanding of the voting rights of members (see your club’s constitution). There are several ways of voting. Choose the one most appropriate to your situation - don’t opt for a secret ballot when you know everyone in the room agrees on an issue.

- **General agreement** - why put it to the vote if it seems everyone is in agreement? The chairperson can say “Do we all agree that...? Does anyone disagree?”

- **Verbal** - the chairperson asks people to say “yes” or “no” and decides which was the louder response. Suitable for larger groups.
- **Show of Hands** - the chairperson asks people to raise their hand to either “yes” or “no” and counts the hands. This is useful where a precise vote count is required.
- **Individual vote** - the chairperson asks each person to turn for their view. This is better suited to small groups - it prevents anyone from fence-sitting.
- **Secret ballot** - individuals vote on paper and two elected people - often committee members - count the votes. Suitable for elections.
- **Proxy** - individuals who are absent can give someone else the power to cast their vote. Proxy votes are permitted only if the constitution allows for them and are usually bound by strict rules to prevent unfair lobbying, eg. votes may be cast only in writing a week in advance.
- **Postal** - again, these are only permitted if the constitution allows them.

After the meeting

For the sake of accuracy, minutes should be written as soon after the meeting as possible, when the details are still fresh in the mind. Preferably minutes should be circulated within a week of the meeting being held. Prompt circulation of the minutes stirs people who have been assigned tasks into early action and swiftly brings up to date those who missed the meeting.

Note points for action (and the person responsible) that need to be chased up between meetings. Make a note of diary items requiring long-term attention.

Taking minutes

- List those present along with apologies given.
- Follow the order of the agenda. This can be varied to suit a particular situation.
- State the main issues, points of view put forward, and decisions made.
- Make sure the full texts of motions are recorded.
- List accounts for payment approved, reports received, main points of answers required for correspondence, etc.
- Be alert to take extra notes that may be needed by the chairperson.
- Write up minutes as soon as possible after the meeting.

4.4 Routine workplace policies and procedures

Policies and procedures go hand-in-hand but are not interchangeable.

A **policy** is a set of general guidelines that outline the organization’s plan for tackling an issue. Policies communicate the connection between the organization’s vision and values and its day-to-day operations.

A **procedure** explains a specific action plan for carrying out a policy. Procedures tells employees how to deal with a situation and when. Using policies and procedures together gives employees a well-rounded view of their workplace. They know the type of culture that the organization is striving for, what behavior is expected of them and how to achieve both of these

Types of Policies and Procedures Every Workplace Needs

Organizations need policies and procedures for a wide range of HR topics. Below are some of the subjects you should consider creating guidelines for.

Policies and Procedures for Attendance

Absenteeism costs wages for the employee who doesn’t show up, wages for a replacement worker, and delays and disruptions to the whole organization. That’s why you need to write (and consistently apply) attendance policies. These documents can include guidelines on tardiness, vacation time, sick leave, appointments and paid volunteer hours. You can also include the amount of notice required before booking time off. Take your corporate culture into consideration when developing these rules.

Policies and Procedures for Employee Conduct

This is a broad topic and may require multiple, separate policies. Including guidelines on drugs and alcohol use, smoking, performance management and discipline helps employees know what is and is not acceptable behavior at work.

Policies and Procedures for Use of Company Property

Employees have to use company property in order to do their jobs. Depending on your industry, this could include electronics, medical equipment, vehicles, tools and uniforms. Include guidelines on how to care for company property, as well as how much (if any) and what types of personal use are permitted using company property.

Policies and Procedures for Harassment and Discrimination

With rules in place, you can prevent harassment incidents and protect both your company and your employees. Harassment and discrimination affect the entire workplace culture. Keep employees safe and treat them fairly by developing policies and procedures that prohibit behaviors such as:

- Sexual harassment
- Bullying
- Verbal and physical harassment
- Stalking
- Hiring discrimination
- Workplace discrimination

Include information on how to report harassment and discrimination and explain that the company will not retaliate for reporting.

Policies and Procedures for Internet and Social Media Use

Make employees aware that any internet use at work is not private. Urge employees to limit personal internet use and ensure everything they do online in the workplace is legal, ethical and appropriate (and explain what these mean). Add guidelines about what is and is not appropriate to post on social media regarding your organization as well.

Policies and Procedures for Health and Safety

Without strong health and safety policies that are actually enforced, your employees and your organization are at risk. Protecting employees' safety and well-being should be every organization's top priority. When writing your health and safety policies, include information about how to deal with illness or injury at work, equipment safety guidelines and how to report a health or safety concern. Also include procedures to follow in the event of a fire or natural disaster.

Policies and Procedures for Expenses

If your employees travel or purchase things for work, having an expense reimbursement policy in place is essential. Explain what types of expenses are acceptable for reimbursement (airfare class, transportation, meals, etc.). Include procedures on how to submit a reimbursement claim.

Policies and Procedures for Remote Work

With a desire for more flexibility in location and hours, as well as the COVID-19 pandemic, many companies and employees are choosing to work remotely at least some of the time. If you allow employees to work from home, you need two main policies to ensure the set-up is safe and runs smoothly. First, a general remote work policy should describe who can work remotely and how often. What hours do remote workers need to be available? What communication standards must they meet? Will you provide necessary work equipment or reimburse employees for their purchases?

Self-check 4

Part I. Say True if the statement is correct and False if the statement is wrong

1. In the meeting try to judge what the speaker says rather than how well he or she says it.
2. In meeting if you disagree with other person's saying, don't try to understand of that point of view
3. By being a good listener, you discourage others to explain and develop their opinion

Part-II: Choose the correct answer

1. Which one of the following statement is true in the workplace procedures?
 - B. Make employees aware that any internet use at work is not private.
 - C. Urge employees to limit personal internet use in the workplace
 - D. Ensure everything they do online in the workplace is legal, ethical and appropriate
 - E. Tell them what is and is not right to post on social media while they are in their homes
2. In your understanding of Motion which one of the following is true not about motion?
 - A. All issues requiring a decision must be presented to the meeting as motions
 - B. All motions should be proposed by the "mover" in front of the chairperson
 - C. The proposer then explains the motion to support it
 - D. The chairperson then calls for speakers alternately for and against the motion
 - E. Non
3. After meeting ends which of the following issues is to be raised?
 - A. Make arrangements for the meeting place.
 - B. Send adequate notice of the meeting to all concerned.
 - A. Any speaker can move an amendment to the motion
 - B. For the sake of accuracy, minutes should be written as soon after the meeting

Part III. Give answer to the questions

1. Describe at least five ways of expressing own opinions in the meeting
2. Write at least five Types of Policies and Procedures Every Workplace Needs

Unit Five:- Work related documents

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Completing forms relating to employment
- Recording data on workplace forms and documents
- Basic mathematical processes for routine calculations
- Identifying errors in recording information
- Completing reporting requirements

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Complete forms relating to employment
- Record data on workplace forms and documents
- Use basic mathematical processes for routine calculations
- Identify errors in recording information
- Complete reporting requirements

5.1 Completing forms relating to employment

In every workplace you will be required to complete forms. Each workplace will have forms specific to their requirements. You must make sure that you know which forms to fill in, when you need to use forms and where to find the necessary forms. Employment forms are an important part of the hiring process. They help employers document new employees' information, and can be used to collect requests and reports.

Types of Forms

Following are some common employment forms

i. Job application forms

One of the most common uses of employment forms is job applications. And there is a quite valid reason for this; they are simply practical and help you select the right person for the right job position. By creating an employment application form for free, you can add your own questions to learn more about the applicant, ask for phone numbers to contact them later, and collect resumes for further inspection.

ii. Employee information forms

An employee information form is a document used to collect information about an employee. They are often used for background checks on new hires. And they provide vital facts about the employee and helps managers track vital data about the individuals who work for their company. Using an employee information form, you can collect personal information, educational background, and other details about employees.

iii. Request forms

When an employee requests time off, the office manager needs to keep track of the requests so that staff numbers can be adjusted if necessary. An employee request form is a document that helps you collect any type of employee request. According to your goals, you can create a general request form or make it more detailed and object-oriented.

iv. Employee report forms

Employee report forms are documents that are used to record the details of an event, such as a training session, meeting, project, or behaviors. As with other report forms, these will come in handy in many aspects. For example, managers can keep track of the details of different types of events, such as staff meetings, sales, or other work-related actions by using employee report forms. Employees can also use reports to file a complaint or report inappropriate behaviors. Create an employee report form and always stay updated.

v. Receipt of company property forms

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If you provide employees with equipment, tools, or other company property, use this form to document what was provided to the employee. This can help ensure that all property is returned and accounted for at the time of separation

When filling in a form:

- Read the form carefully
- Fill in all the required details
- Only include necessary information
- Write clearly and simply
- Check that you have completed it properly
- Send or give it to the appropriate person, or file in the appropriate place

5.2 Recording data on workplace forms and documents

There are many different types of written communication you may need to use at work and most types have a specific format. Common workplace documents and forms include:

- Emails
- Messages and notes
- Text messages
- Memorandums
- Letters
- Forms and checklists
- Facsimiles.

Emails at work

Emails at work are very different to personal emails. Personal emails are usually chatty and informal, very similar to talking face-to-face. At work, we need to maintain a professional approach at all times, including in emails. Remember that email creates a permanent record that can't be erased. Your workplace may have formal rules about emails, which you need to locate and read.

Emails should always include the:

- Receiver's name
- Sender's name
- Subject
- Date
- Message
- Email address.

It's also good practice to include at least one other way to contact the sender, apart from the email address.

Some people receive many emails every day, so you need to make sure yours are as easy to read as possible. That means keeping them short and well written, putting the most important information first, using bullet points and numbered lists where appropriate and writing the content well. You can make the text more readable by double spacing between paragraphs.

Messages and notes at work

Messages and notes are used in an informal way to pass on information such as:

- Telephone calls
- Results of conversations
- Notes from meetings
- Site visit notes.

Messages and notes are less formal than some other written communications but they still need to always include: Your name and The date and time.

Messages and notes are not always kept after they've been read, although they may be. Whether kept or thrown away, they are still an important part of communication within the organisation so you need to make sure that the person actually gets the information. For example, a telephone message might need to be placed in the receiver's in-tray, not just left on top of other papers on their desk. It's important that the right person receives the information at the right time.

The workplace might have a standard format, such as:

- A message pad for telephone messages
- A notebook for recording site visit notes.

Even if they're just written on a scrap of paper, you still need to write notes and messages effectively, follow the writing process and include all the relevant information. Since messages and notes are most often handwritten, make sure they're neat, and try not to squash everything into a small space with tiny print.

Text messages at work

Text messages are becoming a more common part of workplace communications. If texting is a part of your workplace communications, keep them professional. Some good rules to follow are:

- Don't use emoticons (smileys) – they are too informal
- Avoid abbreviations as much as possible
- Don't use internet slang, such as lol
- Punctuate your message
- Use correct spelling.

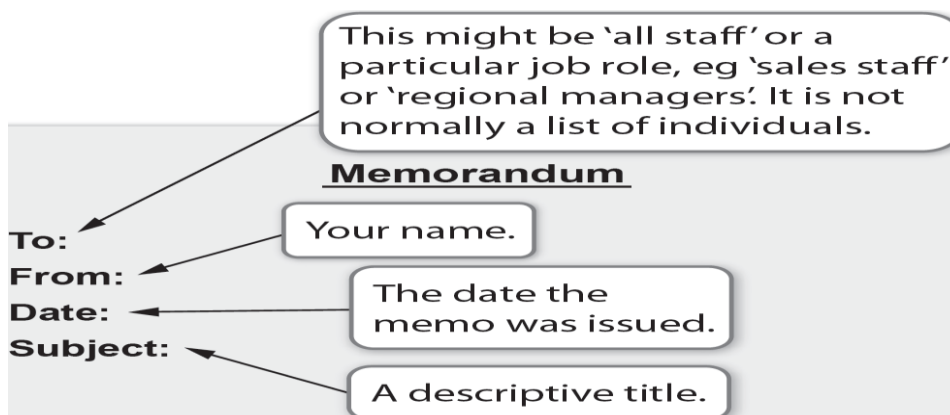
Only use text messaging if you know it is acceptable in your workplace. If you aren't sure, check first.

Memorandums

A memorandum, or memo for short, is a way of communicating something to a lot of people within an organisation at once. It may be sent as an email or printed out and distributed.

Although memos might be seen by many people and may also be kept on file, they are less formal than a letter, so they don't normally include a letterhead, address, salutation or signature. Your workplace may have a specific memo template. Word-processing programs also have a standard template that you can use.

Headings that should be included at the top of a memo are



Letters

Letters are a formal type of written communication. Common types of letters include:

- Inquiries
- Replies to letters
- Responses to sales queries
- Orders
- Complaints
- Job applications

A letter is a permanent record that will often be kept. It will sometimes be the first contact that you have with clients and suppliers. Therefore, it's important that your letter is well written and communicates your message clearly and effectively. If you're writing a letter on a blank piece of paper, you should use the format below. However, your workplace will most likely have standard printed stationery with a letterhead for you to use. If it does, you can leave out your business address, because the letterhead will already contain this

Brooke's Custom Kitchens
36-38 Frederick Street
Mundijong WA 5421
Tel: (08) 5550 5421
Fax: (08) 7010 5421
Email: sales@brookeskitchens.com.au

30 April 2012

Mr Terry Eddie
Eddie's Building Company
15 Astor Way
Madderley WA 5425

Dear Mr Eddie
RE: Second-storey extension

As discussed in our phone conversation ...

Yours sincerely

Jane Brooke
Proprietor

Your address.

Date.

The receiver's name and address.

Salutation.

Heading explaining what your letter is about.

Body of letter.

Complimentary close.

Name of writer.

Position title.

Forms and checklists

Everyone has to fill out forms now and again. Applications for membership of a club or association, tax returns, medical fund claims, timesheets – they all require you write information on a prepared form.

Workplaces may use a variety of forms and checklists to help collect information. These may be kept as a permanent record, or used as a guide for writing some other document.

It's important to complete each part of the form or checklist, as it's been designed to ensure consistency and completeness of a task. Follow the instructions and fill in every section and if there is a reason not to fill in one section, write 'not applicable' or 'n/a' so that anyone looking at it later knows that you didn't just forget or miss that part.

The information on a workplace form or checklist may be needed much later, when you aren't there to explain anything that's unclear or illegible. There are a few simple rules for filling in forms:

- Print neatly
- Use a pen, not a pencil
- Spell correctly
- Use correct grammar
- Avoid slang and abbreviations
- Read right through the form before starting to fill it out as sometimes you'll find that what you thought was suitable for a certain section should be written in a more appropriate section further on
- Read all those boring instruction bits as people who design forms want you to fill them in correctly so they usually put information in them to guide you as you go
- That also applies to 'tick boxes' – read whether you're supposed to tick them, cross them, number them, write 'yes' or 'no' in them, etc
- Some parts of the form may not apply to you or what you are doing so leave them blank or write 'n/a' which is short for 'not applicable'
- A form will usually have printed on it what you should do with it when you've finished filling it in, for example, 'post to the manager, po box 123 ...' or 'applications can be submitted to any post office ...' etc
- If the form asks you to, make sure you sign it

- Don't put false information in a form. Many forms require you to sign that 'the information in this form is true and correct'. If you sign a form with false information in it you could be in trouble later. For instance, if you knowingly give false information to an insurance company, you may find that they won't pay out when you make a claim.

Facsimiles

A facsimile, or 'fax' for short, is a quick way to send photos, documents with signatures or handwritten information. However, faxes can sometimes be blurred or smudged, so the end result may not be perfect. Faxes are good for sending information quickly but not so good if the quality of the document is important.

Faxes can be handwritten or typed and are usually sent with a cover sheet, so the people at the receiving end know who the information is from and who should be receiving it. If your message is short, it can just be included on the cover sheet instead of a separate page.

Your workplace will probably have a special cover sheet to ensure that all the important information, including the company letterhead and contact information is included.

Word-processing programs also have a standard template that you can use.

Cover sheets will generally include the following headings.

To:	←	Company name.
Attention:	←	Person receiving the fax.
Fax number:	←	Their fax number.
From:	←	Your name.
Sender fax number:	←	Your fax number.
Subject	←	What your fax is about.
Date	←	The date when the fax is sent.
Number of pages	←	Total number of pages, including the fax cover sheet.

5.3 Basic mathematical processes for routine calculations

Basic math skills are those that involve making calculations of amounts, sizes or other measurements. Core concepts like addition, subtraction, multiplication and division provide a foundation for learning and using more advanced math concepts. Being proficient in basic math skills will help you both in the workplace and your daily life.

From calculating financial transactions to measuring spaces and objects, math skills are an important part of everyday life. Improving your basic math skills can help you get a job, perform better in your current position and make your personal life easier to manage

Basic math skills in the workplace

Here are just a few examples of how you may use basic math skills in the workplace:

Calculating taxes

Knowing how to calculate taxes is vital to running a financially stable business. You will need to know how to figure out sales tax, income tax, property taxes and more. While there are tools to help you calculate different taxes, knowing how to arrive at these numbers will help you to understand the financial situation more comprehensively and avoid financial mistakes.

Giving presentations

Business leaders often make decisions based on data. If you're making a presentation, you need to be able to back up your claims with facts and figures. Knowing how to create various graphs, charts and diagrams to explain and present your numerical findings, as well as how to understand them when others present is a common requirement in the workplace.

Calculating salary and raises

As an individual, if your salary is \$60,000 a year, you'll want to know how much a weekly paycheck will be. Additionally, if your supervisor gives you a 10% raise, you'll want to know how much additional income that is. Being able to calculate the numbers most important to you will help you make better decisions about where to work and how much you can afford to spend in your personal life.

How to calculate gross pay for hourly wages in one pay period

To determine gross pay, multiply the number of hours worked by the pay rate. Also, include any additional income earned, such as overtime.

The following steps show how to calculate gross pay for hourly wages:

1. Determine the actual number of hours worked.
2. Multiply the number of hours worked by the hourly wage.
3. If there is overtime, multiply the number of overtime hours worked by the overtime pay rate.
4. Add regular pay and overtime pay together to find the gross pay for that pay period.

Example of gross pay for an hourly employee

If an individual worked 40 hours in a given period and earned \$20 per hour, the calculation would be:

Hours worked in pay period x hourly pay rate = gross pay per pay period

40 hours x \$20 per hour = \$800 gross pay per pay period

Overtime

Federal law requires overtime to be paid at a minimum of one and a half times your regular salary. Overtime is also calculated in different ways per state.

For instance, some states consider any hours worked over 8 per day to be overtime, while other states consider any hours worked over 40 per work as overtime. So you might work a 10-hour day in one state and earn 2 hours of overtime, while in another state you would not earn any overtime unless you worked more than 40 hours total for the whole week. Always check your local state law requirements for more information.

Example of gross pay with overtime for an hourly employee

Using our example above, here is how we would calculate gross pay that takes into account overtime pay.

If an employee worked 40 regular hours and 10 overtime hours in one week, with a regular pay rate of \$20 per hour, the calculation would look as follows:

40 regular hours x \$20 per hour (regular pay) = \$800

10 overtime hours x \$30 per hour (regular pay x 1.5) = \$300

\$800 (regular pay) + \$300 (overtime pay) = \$1,100 gross pay for the pay period

How to calculate gross pay for salaried employees

To calculate gross pay for a salaried employee, take their total annual salary and divide it by the number of pay periods within the year. If a business pays its employees once a week, then you would have 52 pay periods in a year.

$$\text{Annual salary/number of pay periods} = \text{gross pay per pay period}$$

Salary pay example

An employee makes \$37,440 per year at a business with 52 pay periods.

$$\text{Annual salary/number of pay periods} = \text{gross pay per pay period}$$

$$\$37,440 / 52 = \$720 \text{ gross pay per pay period}$$

Overtime

Add any additional reimbursements the employee earned to that amount for their full gross pay, including overtime. Although rare, lower-paid employees are eligible for overtime. If employees make an annual salary less than the Department of Labor's designated amount, it's required that employers pay them overtime, if their work exceeds regular hours.

Determining time estimates

You can use your basic math skills to keep tasks to schedule. For example, you have a project due that has 10 equal parts. You have already completed three parts in nine days. When your manager asks how long the rest of the project will take, you can use basic math skills to provide them with an estimate of three days per task or 18 workdays total.

How to optimize your daily routine

Here are some simple steps you can use to optimize your daily schedule:

1. Make a list.
2. Structure your day.
3. Plan your day in advance.
4. Combine related tasks.
5. Use tools to help you concentrate.
6. Take breaks.

5.4 Identifying errors in recording information

Recording of Information is an essential part of keeping your valuable business records and information secure. It's not uncommon for companies to make mistakes when managing their records due to carelessness or inexperience

Following are top 10 errors made when recording and recording information and how to avoid them; -

1. Lack of information about the observer/collector

Identify all of the observers, and if it is a group, include the group name as well grade class at If there are questions about the information later, this information will help the lead scientists follow up with you.

2. Incomplete date

Information sheets and field notebooks may be filed for a while before the information are entered. Be sure to include the year in the date. Unless another format is indicated, a clear way to write the date for scientific purposes are Day Month Year

3. Not filling out the background/environmental information at all

Often we jump right in with collecting information and following protocols and we forget to fill in the background information. Do it first so that you don't forget!

4. Measuring or recording the wrong units

Measure and record the units specified on the information sheet, online information entry portal, or in the protocols. If no units are specified, make sure to record the units you used along with the measurement.

5. Measuring or recording information with the wrong level of precision

Check the precision of any instruments you are using and be sure to record the information using that level of precision. If choices or ranges are provided for information entry, use those choices rather than the exact measurement.

6. Information that just don't add up or just don't make sense

Learn enough about the system you are studying to recognize when you get nonsensical measurements.

7. Guessing

It is okay if you are unable to identify something or unable to measure something. It is better to write/enter "unknown", "unsure", or "unable to measure" than to simply guess at something.

Falsifying information (even without a malicious purpose) is considered unethical in the scientific community.

8. Illegible handwriting

If you are recording information by hand (rather than entering it into a mobile application), use print rather than cursive. Make sure others can read the writing. Sometimes copying a information sheet over is the best solution, but beware of errors that you might introduce when copying.

9. Missing information with no explanation

It is okay to have missing information, but you should provide an explanation for why it was missing. Be sure to indicate negative information. For example, if you are surveying small mammals using live traps, you should record the traps that did not catch anything as well as those that did.

10. Not returning the information to the proper place or person!

Citizen science becomes a wasted effort if the information cannot be used to answer a research question, monitor the effects of a management strategy, or provide background information on the system under study. Often when citizen scientists do not find the plant, animal, or other thing that they are looking for in the field, they do not return any information at all. A record of the fact that they were out observing at all and the background information from those observations (observer names, date, environmental information) are important pieces of the puzzle and should be treated as valuable information.

5.5 Completing reporting requirements

A requirements report is a document that outlines the necessary elements of a project or system. It includes information on the purpose, scope, and goals of the project, as well as the stakeholders involved. The requirements report also details what needs to be done in order to complete the project successfully.

In the course of creating strong general reporting requirements for any given system, an analyst must consider the following:

Report Contents

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The data fields contained in the report and how it is formatted is where the stakeholders will want to spend their time. They usually have a good idea of how they want the report to look. However, stakeholders may not be aware of technology capabilities that can highlight certain data on the report by changing color, bold, or changing the font or size of the text. The BA should be aware of these capabilities and elicit the requirements around highlighting certain data on the report.

Report Format

Along with content of the information contained in the report, in what format should it be delivered? Paper reports are no longer the only option. Some recipients may wish to reformat or resort the data once the report is delivered; Excel spreadsheet makes a good format for these recipients. When this is not necessary, yet you wish to go *Green*, PDF format may be a good option.

Underlying Infrastructure

Consider the infrastructure in place when making recommendations on changing the reporting system of the organization. Making a recommendation that completely changes the infrastructure, or that the current infrastructure can not support usually will meet with great opposition. Is the client running a Windows or Linux network, IBM midrange or mainframe system?

Report Delivery System

The days of the large data center with 10 printers that look like washing machines that print reports all day and then someone walks throughout the office delivering paper reports are coming to an end. You may be able to find this still today in very large organizations, but just like the floppy disc, this too will some day be a thing of the past.

Organizations that wish to reduce their paper usage can consider having reports delivered to shared folders on the company's network or through the company's email system. Both PDF and Excel reports can be delivered either way.

You can further reduce costs by having the application that creates the report deliver it to its final destination in the format desired. Most systems have tools built within them that assist in accomplishing this task. There is usually third-party software available that can do this when the system lacks the tools itself to get the job done.

Security

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Some reports may have sensitive or proprietary information, such as financial or executive reports, that you will want to limit the access to these reports. Reports delivered via the company's email system are delivered to individuals or distribution lists; so you control who gets these reports. The downside of this method is that if the report was delivered to 10 recipients you now have 10 copies of a sensitive report out there.

Windows network folders can have limited access rights assigned to them. So setting up folders and assigning limited access rights to them then having reports delivered directly to those folders solves many issues related to delivering reports for the organization.

Report List

Organizations have spent a lot of money trying to maintain report lists. Keeping it current with additions, removals and delivery instruction changes can be a daunting task. Sometimes when an application is used to deliver reports, necessary information can be extracted from the setup to create a report list. If the reports are delivered to Windows network folders, open the folder...there is your list. Reducing the resources necessary to maintain the report list is another way to save your client money. So capture it from an application setup or from the network folders to automatically create the list. Also, if a list is not required, don't spend the resources to maintain one.

Self-check-5

Part I. Say True if the statement is correct and False if the statement is wrong

1. Memos are less formal and don't normally include a letterhead, address, or signature
2. Messages and notes are used in a formal way to pass on information
3. Personal emails are usually chatty and informal, very similar to talking face-to-face

Part-II: Matching

B	A
<ol style="list-style-type: none"> 1. Employee information forms 2. Request forms 3. Employee report forms 4. Company property forms 5. Job application forms 	<ol style="list-style-type: none"> A. Documents that are used to record the details of an event, such as a training session or meeting, B. Given to job candidates asking a questions about the individual and their skills related to the job C. Contains key information on employees that is used to keep a detail record of who worked for the company D. Document that helps collect any type of employee demand for leave and related time offs E. Is filled when an employee is provided with equipment, tools, or other company material

Part III. Give answer to the questions

1. List three things to keep in mind when you're filling in a form.

Lap Test 1

Suppose you are the Human Resources Manager of a **MUMIN Fashion Dress Mall**; you want improve your service quality and build the capacity of your employees by providing customer service training

PRESTIGE Training Consultant which is located in **Diredarwa K.28** offers trainings,

The manager of the consultant is called **Koshin Hiz**

- ❖ By following letter writing format you have learned, write a letter to **PRESTIGE training Consultant** to provide the training

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Participants of this Module (training material) preparation

No	Name	Qualification (Level)	Field of Study	Organization / Institution	Mobile number	E-mail
1	Siid Mohamed	M.A	Master of Business Administration	Jigjiga P.T.C	0910092321	seidm6363@gmail.com
2	Abubaker Enderis	M.A	TVET Leadership and Management	Adadale P.T.C	0913183958	abuamar341@gmail.com
3	Gosa Abebe Debela	B.A. Degree	Business Management	Bishoftu P.T.C	0911015999	gosbex@gmail.com
4	Teshome Shibre Meshesha	M.A	Master of Business Administration	Woliso P.T.C	0931310477	teshome05shibre@gmail.com