



# **Bar Bending & Concreting Level-II**

## **Learning Guide-#05**

**Unit of Competence: Participate in workplace  
Communication**

**Module Title: Participating in workplace  
Communication**

**LG Code: EIS BBC2 M02 1019 LO1-LG-05**

**TTLM Code: EIS BBC2 M02 TTLM 0919v1**

**LO2: Participate in workplace  
meetings and discussions**



<b>Instruction Sheet</b>	<b>Learning Guide #05</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Expressing own opinion
- Listening techniques
- Adherence to meeting purpose and established protocols
- Conducting workplace interaction
- Simple routine workplace procedures and matters
- Minutes of Meeting Preparation and analysis
- Interpreting and implementing meeting outcomes

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

Specifically, **upon completion of this Learning Guide, you will be able to:**

- Team meetings are attended on time
- Own opinions are clearly expressed and those of others are listened to without interruption
- Meeting inputs are consistent with the meeting purpose and established protocols
- Workplace interactions are conducted in a courteous manner
- Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to
- Meetings outcomes are interpreted and implemented

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, and Sheet 3”.
4. Accomplish the “Self-check 1, Self-check t 2, and Self-check 3”.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3”.
6. Do the “LAP test” (if you are ready).



## **Expressing own opinions**

You can share your opinion without being “opinionated,” which people perceive as being arrogant. Speak up, and speak up in a way that will allow you to be heard and be respected. Here are seven ways can express their opinion and not be "opinionated":

### **1. Ground your thoughts in facts.**

Opinions are strengthened with facts because you ground yourself in truth. Combine your thoughts with data. Consider saying, “I suggest we pursue the second option because...” and then proceed to mention a case study. When you ground your opinion in facts, your argument is more persuasive. When you are informed, people are more willing to listen

### **2. Use concrete words.**

The more concrete you are with your thoughts, the more clear you will be and the more people will listen to you and understand you. Try not to use absolute words like “always” or “never.” You don’t want to suggest you know the absolute truth, and you are more persuasive when you are specific.

### **3 Speak firmly, not necessarily loudly.**

If you have an opinion, say it firmly. Own your thought. That ownership helps you to exude confidence and lets your words speak for themselves. You can make an impact without having to make a loud noise.

### **4. Ask questions, and listen to others.**

Bring other people in. Do not give a speech. Have a discussion. Ask, “What are your thoughts?”



Be flexible. Maybe the opinion you started with is changed by what you heard. Create a dialogue that demonstrates your interest in other people's ideas and allows them to know that they are being heard.

### **5. Look at the person.**

Use your body as another way to show that you are open-minded. Make eye contact when you are speaking and listening. Turn your body towards people. Use your body language to demonstrate openness. When people see your open-mindedness, they will believe it.

### **. Don't be a contrarian for the sake of being a contrarian.**

If you have a valid question or counter point, share your opinion. But do not intentionally shut down other people's opinions to prove a point. Arguing for the sake of arguing is counterproductive, egotistical and turns people off.

### **7. Speak first and last.**

The order of speaking matters, too. Don't hold back. Speak at the beginning to set the tone. It is also important to show that you listen to other people's thoughts. Speaking also at the end allows you to integrate other people's thoughts in your remarks. When you demonstrate to others that you have listened, you make yourself more persuasive and impactful.





## Information Sheet- 2

## Listening techniques

### 2.3 Listening others without interruption

#### Communicating face to face

Communicating face to face with other people involves:

- speaking
  - listening
  - observing
  - being observed
- ✓ When you are face to face with another person, you don't just hear the words they say - you also hear their tone of voice, see what they look like and watch how they behave. At the same time, they can hear, see and watch you.

#### Observing and being observed

- ✓ Would you be convinced by the advice of safety inspector who forgot his hard hat and steel capped boots?
- ✓ Would you want a sandwich made by a lunch bar attendant with filthy hands and clothes?
- ✓ Appropriate personal presentation demonstrates your respect for yourself, your employer, and the people you interact with through your work.
- ✓ Make sure your clothes are suitable for the work you do. If your work calls for personal protective equipment, make sure you wear it.
- ✓ In some jobs you will need to cover long hair and jewellery. You should be neat, clean and well groomed for a job that involves personal contact with others - especially the general public.
- ✓ People also notice 'body language'. The way you use your hands, your posture and the expressions on your face are all examples of non-verbal behaviour that you can use to get your message across.



- ✓ When you are face to face with someone, you pick up a lot of information from their non-verbal communication.
- ✓ Some people can be very quiet, yet still show aggressive body language. They might have a pained look on their face, they might look tense, or they might shake with anger.
- ✓ You interpret as much from their mannerisms and gestures, tone of voice and level of eye contact, as you do from their words.
- ✓ Choosing the right way to share information depends on the needs and interests of the other person, not just on what you want to say.
- ✓ When sharing information

DO	DON'T
<ul style="list-style-type: none"> <li>• stand or sit up straight</li> <li>• make eye contact</li> <li>• smile and greet the other person</li> <li>• listen and observe carefully</li> <li>• speak clearly</li> <li>• Get straight to the point.</li> </ul>	<ul style="list-style-type: none"> <li>• slouch</li> <li>• look around</li> <li>• read the newspaper &amp; pretend you haven't noticed anyone</li> <li>• interrupt or be distracted</li> <li>• mumble</li> <li>• Waffle.</li> </ul>

## Listening

- ✓ Listening is more than hearing, and it requires some effort.
- ✓ It involves nonverbal communication as well.
- ✓ When people are giving you instructions, you need to listen carefully so that the job is done safely and accurately. By being a good listener, you will follow instructions more accurately and reduce the risk of accidents.



As a listener you should:

- listen for people's feelings
- show you are listening by the answer you give
- Use non-verbal means to encourage the speaker to continue.

### Speaking

- ✓ A lot of workplace communication involves asking questions or responding to inquiries.
- ✓ To get the answers you want, you have to ask the right questions. Be specific about what you need to find out so that the other person understands clearly.
- ✓ If you need to ask a number of questions, it will help you to remember them all if you write them down first. Speak slowly and clearly so that you are heard and understood the first time.
- ✓ The other person must be able to pay full attention to what you are saying, so choose a time that is mutually convenient.
- ✓ If you need to know the answer urgently, you might have to interrupt. Just make sure you explain that it is important. Before you ask a question of anyone, think about.

what exactly you want to know	What is the best way to ask	What is the best time to ask?
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### Responding to inquiries

- ✓ Be sure to use your listening and observing skills when someone asks you a question.
- ✓ Pay attention to the persons tone of voice, facial expression and gestures - your observations will help you to decide what you need to explain.

For instance, if you are asked 'Where is the instruction manual?' - should you explain:

- Where it is kept (the person doesn't know where to look)?





- Why it is not in its usual place (the person is angry that it is not where it should be)?

### **Telephone**

Electronic and two way radio

**Written including electronic, memos,**

### **Communicating by telephone or radio**

- ✓ The procedures for telephone and radio communications are very similar because they both rely solely on speech.
- ✓ It is more difficult to communicate when you can't see how the other person is responding, so you need to be well prepared.
- ✓ You will feel much more confident if you are prepared -especially if you have to speak to someone you don't know.

Because you are representing your workplace or section, you should know some basic facts about it. You should know:

- what services or products you provide
- the main sections of your business and what they do
- the approximate number of people employed
- Workplace guidelines and policies for matters you deal with.

Whenever YOU are speaking to clients you should:

- be discreet
- don't discuss internal workplace problems
- accept responsibility for handling the call
- if you can't help the caller, offer to find someone or some way to help
- don't blame someone else for problems or difficulties
- Stay calm and cool.

### **Making calls**

- ✓ List the calls you have to make in order of importance and make a checklist for each one. The check list should include items such as:
  - The name of the person you are calling



- The section where the person works (in case there's another person with the same name)
- The extension number
- The reason for calling
- How to address the person
- What you want to know
- What you want done
- When you want the information (or delivery etc)
- How you want the job done.

### **Receiving calls**

You should also be prepared for receiving calls. Always:

- have a pen or sharpened pencil and a message pad ready
- answer the call promptly
- greet the caller with a pleasant voice
- identify your business and section, and yourself
- write down the caller's name
- find out all the information

### **Procedures for handling verbal and written communication**

Giving and following instructions

Good instructions are simple, logical and clear.

### **Learning a new skill**

Instructions can be used to teach someone a new skill. These are the 5 steps to learning a new skill:

- Be introduced to the skill
- Get to know it
- Try it out
- Get feedback on how you're going



- Apply the skill.

### **Clarifying instructions**

- ✓ You will often have to follow instructions and then pass them on to someone else.
- ✓ Sometimes the person giving the instructions doesn't follow the five steps described earlier.
- ✓ This is when you should ask questions to find out how you are going or to clarify what the instructions are.

### Written instructions

Written instructions should.

- 'Be clear, exact and logical
  - Be set out in the order in which they have to be done
  - Be set out in small, manageable steps
  - Have space between the steps to show that they are separate
  - Explain what to expect at each step
  - Be written to suit the person who will read them
  - Be free of jargon and unnecessary technical terms
- Include advice on safety and troubleshooting



<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Communicating face to face with other people involves
  - A) speaking
  - B) observing
  - C) listening
  - D) being observed
  - E) All

**Note: Satisfactory rating - 6 points**

**Unsatisfactory - below 6 points**

You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**



<b>Information Sheet- 3</b>	<b>Adherence to meeting purpose and established protocols</b>
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#### **1.4 Making meeting inputs consistent with protocol**

A successful meeting is the result of much more than an agenda and refreshments. As with any initiative, its success depends on your preparation, execution, and follow-up. The following guidelines will help you make the most of your meetings. Here's what you need to do:

- ✓ Define the purpose
- ✓ Select and prepare the participants
- ✓ Establish and enforce a protocol
- ✓ Follow-up

#### **Define the Purpose**

If you're thinking about holding a meeting, the first thing you want to do is define the purpose. The reasons for holding meetings vary widely. You might hold meetings to brainstorm, share information, deliver progress reports, train, do team building, or even a combination of the above.

Once you've defined a clear purpose, see if there are alternative ways of accomplishing your purpose without holding a meeting. Technology provides us with many options that can help us use our time more efficiently. If a conference call or group email will achieve the purpose, then do that instead.

Also keep in mind that there is an opportunity cost to every meeting. If your people were not in a meeting would they be completing a task, managing their teams or servicing customers?



Is there a loss in revenue or productivity while they are away? There are times when the opportunity costs exceed the value of a meeting. And, sometimes there is no substitute for sitting down together. Exploring other options first will help

## **Select the Participants**

All participants attending a meeting should support and relate to your purpose. However, not everyone who attends the same meeting needs to have the same role. For example, you may invite a supervisor from another department to a progress report meeting so she can get ideas on how to run her department more effectively. The supervisor is gathering information while the other participants are giving progress reports. The social benefits of meetings are important as well. You may include a member of your team in certain meetings to recognize them for a job well done or to help increase their scope of responsibility.

Participants should know what's expected of them before they get to the meeting. Those asked to make presentations should have ample direction and preparation time so they can use their time and your time effectively.

## **Establish and Enforce a Protocol**

Establish a meeting protocol before you begin.

Enforce it religiously during the meeting. Your protocol should include the following:

Start on time and end on time—even if you need to reschedule for later in the week to finish agenda items. As you build credibility, people will be more willing to work with you because they'll feel that you respect their time.

Prepare an agenda that lists the topics, presenters, and the time allotted for each topic.

Take minutes and deliver them to all participants and interested parties within two or three days after the meeting. Assign someone to record:

Meeting date and participants' names

Brief summaries of each topic



Decisions made

People assigned to specific tasks

Dates for completion

Clearly communicate the level and type of participation you expect during the meeting.

For

Example, if you plan to brainstorm, state that everyone should speak freely and no judgment is to be made on any idea until the end. If someone makes a judgment statement, simply say, “Let’s save judgment until we are done brainstorming” and move on.

Save tangential items for the end of the meeting.

### **Managing Conflict**

If you’re doing a good job of encouraging open and honest communication, you are bound to experience some conflict between participants. This can be a good thing for your team’s productivity if you manage the conflict well. Here’s how you do it:

1. Publicly recognize the conflict.

“It seems we have a disagreement on this matter.”

2. Clarify the differences by asking direct questions.

“Why do you think that this proposal is unrealistic?”

3. Help each side see the other’s viewpoint.

Restate each side’s position and ask them to verify that your summary is an accurate representation of their viewpoint.

4. If you need further information, gather information and come back to the problem in a later meeting. “We cannot resolve this problem until we have more information. Let’s get together on Wednesday to discuss this issue further.”

. Ask the team to work on a resolution.

Encourage people who are not as invested or closely related to the problem, but part of Your team to engage in creative problem solving work. An outside perspective can some

Times provide the necessary perspective to find a compromise or solution to a problem.



**Self-Check -3**

**Written Test**

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

**Note: Satisfactory rating - 5 and 5 points**

**Unsatisfactory - below 5 and 5 points**

You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**





<b>Information Sheet- 4</b>	<b>Conducting workplace interaction</b>
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### **Positive Interactions in the Workplace:**

The landscape for work has changed to a service-based economy that needs positive workplace relationships in order to thrive.

In industrialized societies, 75% of workers are now dedicated to service provisions such as transportation, banking, entertainment, and retail trade, rather than goods. In a service-based economy, work gets done with and through people, and organizations depend on positive interpersonal connections to accomplish their goals. For this reason, **working effectively with others** or in teams has become an important skill.

**“Alone we can do so little; together we can do so much.” -Helen Keller”**

At the same time, the work environment has become more volatile, uncertain, and complex. But to stay successful, organizations need employees to be their best: this means staff members are engaged, innovative, and laden with **good interpersonal skills**.

Employees are a competitive advantage for any organization. So what can engage them at work?

Here are our five tips for creating respectful interaction in the workplace. These [Rules of Respect](#) are primarily used in our workshops but these rules 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.**

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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

**Self-Check -4****Written Test**

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Positive Interactions in the Workplace does not necessary for Conducting Workplace interactions

A) True

B) False

**Note: Satisfactory rating - 5 and 5 points**

**Unsatisfactory - below 5 and 5 points**

You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**



## Information Sheet- 5

## Simple routine workplace procedures and matters

### Recording Information

- ✓ Workplaces rely on large amounts of information from many different sources to operate effectively.
- ✓ Most of that information is recorded either manually (on paper) or electronically (on computer).
- ✓ Work schedules, product catalogues, orders and receipts, time sheets and memos are all examples of written information, or records, found in most workplaces.

### Locating written information

- ✓ Before you can use records, you need to know where to find them. Written information may be located in:
  - Computer databases
  - shelving
  - counters
  - filing cabinets
  - drawers
  - pin boards or whiteboards.

### Organising written information

- ✓ Records need to be kept in the same place all the time so that everyone knows - where to get them when they want to use them.
- ✓ It would very frustrating to find that the vehicle logbook was not in the truck as it should be, or that someone had moved the order book just when you needed it to answer a customer inquiry.
- ✓ Sometimes many records are kept together in one place, such as in a filing cabinet.
- ✓ They are often organised in alphabetical order so that they are easy to find.
- ✓ There are many ways to organise records, so you must use the method preferred in your workplace.



- ✓ Records stored together must be replaced in the correct order to make it easy for everyone to find them.
- ✓ Some records are only needed for a short time. E.g. A message telling you to collect a parcel from the post office can be thrown away afterwards, and the social club newsletter can be replaced on the pin board when the new one arrives.

### **Recording information accurately and legibly**

- ✓ Written information is only useful if it is accurate and readable.
- ✓ A great deal of time and effort can be saved in the longer term if you take care to check that the information is correct before you write it down.
- ✓ If your handwriting is not very clear, it might be better to print the information so that it can be easily read. Communicating with people in the workplace

### **Communicating courteously and clearly**

- ✓ An important part of your job is to pass on information to other people. Lots of messages and instructions that you receive in person, or by telephone or radio, have to be passed on to someone else.
- ✓ You could use the phone or a written note to pass on the information, or you could speak to the other person face to face.
- ✓ Much of the time you will be communicating with co-workers or your supervisor, but you might also have to talk to clients.
- ✓ Anyone that you provide with a product or service is your client. You can have both internal and external clients.
- ✓ Internal clients are the people you deal with in other sections of your workplace.
- ✓ External clients are customers, suppliers, industry bodies, government employees, contractors or anyone else in your industry network.
- ✓ There is good reason for you to communicate courteously and clearly with all these people.
- ✓ You have to get along with the people at your workplace, and you can do that better if you treat them with respect and help them as much as you can.



- ✓ When you are dealing with people from outside your workplace, you are representing your employer and you need to present a good image.

<b>Self-Check -5</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Internal clients are the people you deal with in other sections of your workplace.

- A) True
- B) False

2. External clients are customers, suppliers, industry bodies, government employees, contractors or anyone else in your industry network.

- A) True
- B) False

**Note: Satisfactory rating - 5 and 5 points**

**Unsatisfactory - below 5 and 5 points**

You can ask you teacher for the copy of the correct answers.

### Answer Sheet

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Short Answer Questions



## List of Reference

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2. Kaizen Desk Reference Standard.
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5. Teams [http:// WWW. Reference for business. Com](http://WWW.Referenceforbusiness.Com).
6. *Deluliis, David, PhD. (2016)."Workplace Communication" Communication Research Trends.*
7. *Henson, Baden (2007). Communication in the workplace.*



Prepared by: The trainers (who developed this outcome-based curriculum and TTLM)

<b>N0</b>	<b>Name</b>	<b>Qualification</b>	<b>Region</b>	<b>E.mail</b>
1	Tesfaye Assegidew	MSc in CoTM	SNNPR	tesfayeeassegidew@gmail.com
2	Habtamu Wendmagegn	BSc in Civil Engineering	Dire Dawa	Joniyitna9@gmail.com
3	Yazachew Geneti	MSc in CoTM	BGRS	0917858176
4	Gebresilasie Jemal	BSc in Construction Technology	Addis Abeba	Gebrajemal@gmail.com
5	Getachew Mohammed	MSc in CoTM	Amhara	Gerimom07@gmail.com
6	Kibryisfaw Tulema	BSc in Construction Technology	Somalie	kibrutulema@gmail.com

The coordinator (during developing this *outcome-based* curriculum & TTLM)

<b>No</b>	<b>Name</b>	<b>Profession</b>	<b>Mob. no</b>	<b>Region</b>	<b>College</b>
<b>1</b>	<b>Abere Dagneu</b>	<b>Cur. Expert</b>	<b>0918 01 41 11</b>	<b>Amhara</b>	
<b>2</b>	<b>Abdulahi Muktar</b>	<b>Health officer</b>	<b>0994 86 11 36</b>	<b>Somalie</b>	
<b>3</b>	<b>Tilahun Tesfaye</b>	<b>Cur. Expert</b>	<b>0940 65 18 23</b>	<b>Amhara</b>	

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