

# **(BASIC TEXTILE OPERATION)**

**NTQF Level -1**

## **Learning Guide -17**

**Unit of Competence: Receive and Respond to  
Workplace Communication**

**Module Title: Receiving and Responding  
to Workplace Communication**

**LG Code: IND BTO1 M04 LO2-LG-18**

**TTLM Code: IND BTO1 TTLM 0919v1**

**LO2: Perform workplace duties following written notices**



<b>Instruction Sheet</b>	<b>Learning Guide #17</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Reading and interpreting written notice and instruction
- Following Routine written instructions in sequence
- Giving feedback to workplace supervisor

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 –**

- ❖ Read and interpret written notice and instruction
- ❖ Follow Routine written instructions in sequence
- ❖ Give feedback to workplace supervisor

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 6.
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check).
6. Submit your accomplished Self-check. This will form part of your training portfolio.



<b>Information Sheet-1</b>	<b>Reading and interpreting written notice and instruction</b>
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**Written notice refers to:**

- Handwritten and printed material
- Internal memos
- External communications
- Electronic mail
- Briefing notes
- General correspondence
- Marketing materials
- Journal articles

**Effective internal/memos:** is that they communicate much in a small amount.

**Internal communication:** involves the communication that exists within a company and can take many forms. Key to the success of an organization is communication from within. In order to effectively engage in two ways symmetrical communication (the goal of public relations) communication is essential internally.

**External communication:** covers how a provider interacts with those outside their own organization. This may be with the public, employers, community organizations, local authorities, job centers, funding bodies and other training providers.

**General correspondence:** In many everyday situations you can deal with people by phone, but sometimes you have to put things in writing, especially in those situations where you need to keep a record of what's been said.

**Electronic email:** Electronic email, email is short hand term meaning electronic mail, email much the same as a letter, only that it is exchanged in different way. Electronic mail commonly called email or e-mail is method of exchanging digital messages from another to one or more recipients.

Written notice means notice given in accordance with any representation of words, letters, symbols, numbers, or figures, whether (i) printed in or inscribed on a tangible medium or (ii) stored in an electronic form or other medium, retrievable in a perceivable form, and regardless of whether an electronic signature. The landlord may, in accordance with a written agreement, delegate to a managing agent or other third party the responsibility of providing any written notices in a broad legal sense, are used to communicate rights and responsibilities to an interested party. There are different forms of legal notices. Notices in



writing are called written notices. Written notices or instructions incorporate introduction, objectives of the enterprise, ethics of the workers and supervisors and other necessary things that should be included in the enterprise instruction. Therefore, the managers or supervisors should prepare the guidelines to the users of this instruction or notices.

<b>Self-Check -1</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. Discuss interpreting of written notice or instruction. (3 point)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = _____
Rating: _____

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

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

**Short Answer Questions**

1. \_\_\_\_\_

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<b>Information Sheet-2</b>	<b>Following Routine written instructions in sequence</b>
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Written documents or instructions are available in most of any enterprise; these instructions are prepared to guide the workers of the enterprise and the supervisors. The fulfillment or accomplishment of these instructions should be followed by the supervisors or managers of the enterprise with in limited time intervals. To follow the attainment of the instructions in the enterprise the supervisors should check up or follow up sequentially the written instructions.

<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. Why follow routine written instructions in sequence? (3 point)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = _____
Rating: _____

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

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

**Short Answer Questions**

1. \_\_\_\_\_

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<b>Information Sheet-3</b>	<b>Giving feedback to workplace supervisor</b>
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### **Provision of feedback**

The people speaking to your customers day after day know exactly what is causing recurring frustration and issues. It's great motivation for the front line if you are seen to act on it too. Advisors should be providing feedback on what customers are saying at least daily. So you need to action that feedback fast to show you are listening and keep the ideas coming. Tell them what you are doing about it the next day in the morning briefing or provide visibility of ownership and next actions.

Use advisors for proactive data collection too, in order to diagnose problems. This will help you to quantify the scale of problems as well as get to root cause faster. For example, when a customer calls to make a payment, get the advisor to ask a few probing questions that will help you understand why the automated service wasn't used or didn't work for them. A handful of responses like this from advisors can get you to the root cause much faster and can provide solutions you hadn't thought of.

First, briefly state your purpose by indicating what you'd like to cover and why it's important. If you are initiating feedback, this focus gives the other person a heads up about how the operation will go. If the other person has requested feedback, a focusing statement will make sure that you direct your feedback toward what the person needs. Remember to be clear and straight-to-the-point.

Providing effective feedback to employees is one of the most constructive tools managers can use to address this pressing workplace issue.

Numerous studies underscore the significant impact that poor communication and strained relationships have on workplace effectiveness:

- More than 60% of performance problems are linked to poor workplace relationships
- Nearly 20% of workplace stress has been linked to unsatisfactory human relationships

Inadequate internal communication has also been linked to the following:

- Reduced employee engagement
- Increased disability claims
- Higher stress levels
- Increased turnover



- More likelihood of workplace injuries

Effective feedback not only reduces employee stress, it can reduce stress on managers:

- Statistics Canada reports that managers and professionals are more likely to be stressed over dealing with too many demands than other workers
- A significant amount of that time may be used to deal with the results of poor communication

Constructive feedback requires skill. If feedback is accusatory or strictly focuses only on negatives, it can increase ill feeling and workplace disengagement.

Here are some tips for provision of effective feedback:

1. Establish a collaborative, positive approach to feedback sessions:
  - Recognize positive contributions
  - Acknowledge and identify barriers to performance
2. Pick the right time – recognize the worker’s deadlines and workload for that week or day, and choose a time that is convenient for both of you.
3. Pick the right tone:
  - Know what you are going to say before you start
  - Communicate concerns clearly
  - Get to the point promptly
4. Stay away from “you messages” and stick to “I” messages. This approach makes it clear that you are presenting your perspective, and are open to gaining more insight into the situation.
5. Be a good listener. Be open to the worker’s responses and suggestions for addressing the situation.
6. End on a forward-looking note:
  - Discuss the next steps
  - Clarify key points of the discussion
  - Ensure the employee has a good understanding of what is expected



7. Keep in mind that providing effective feedback requires skill and effort—but the results will be worth it.

<b>Self-Check –3</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. Discuss about giving feedback to workplace supervisor. (5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

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

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

**Short Answer Questions**

1. \_\_\_\_\_

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## List of Reference Materials

- 1- BOOKS
- 2- [www.com](http://www.com) communicate.et