



Bar Bending & Concreting

Level-II

Learning Guide-#06

Unit of Competence: Work In Team Environment

Module Title: Working In Team Environment

LG Code: EIS BBC2 M03 0919 LO1-LG-06

TTLM Code: EIS BBC2 M03 TTLM 0919v1

LO3: Work as a team member



Instruction Sheet

Learning Guide #06

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

- Using Effective and appropriate forms of communications
- Undertaking interactions
- Complementing team activities
- Identifying workplace context
- Protocols in reporting
- Understanding team's role and objectives

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:**

- use effective and appropriate forms of communications and undertake interactions with team members who contribute to known team activities and objectives
- make effective and appropriate contributions to complement team activities and objectives, based on individual skills and competencies and workplace context
- Observe protocols in reporting using standard operating procedures
- Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members

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).



| | |
|----------------------------|--|
| Information Sheet-1 | Using Effective and appropriate forms of communications |
|----------------------------|--|

1.1. Introduction

A lack of clear communication can create obstacles for team success. Open communication and regular avenues for communication lead to long term cohesiveness within the team and enables timely problem solving. Implementation of problem resolution strategies is more effective when there is clear communication among team members. Teams can use different methods to communicate.

1.2. Using Effective and appropriate forms of Communications

- **Visual Communication**

Visual communication is an interactive form of communication, which relies on basic observation skills of employees. Various techniques of visual communication can be used in an organization. Presentations, displaying charts, figures and graphics on the notice board are some forms of visual communication in the workplace. A message can also be conveyed by showing an audio-visual clip of the subject matter.

- **Written Communication**

Written communication is the most commonly utilized type of communication at office. This also happens to be the most primitive form of workplace communication. However, with time, hand written communication has been replaced by typed communication to a great extent. Written communication can assume the form of formal communication as well as informal communication at the workplace. Formal written communication involves exchange of emails, electronic or physical memos, documents, training materials and so on. Informal written communication comprises text messages, instant messaging etc. The flow of written communication can be from management to employees and vice versa or between peers.

Verbal Communication

| | | | |
|--------------|---|-------------------------------------|----------------------------|
| Page 1 of 29 | Federal TVET Agency Author/Copyright | Bar Bending and Concreting Level II | Version -1 October 2019 |
|--------------|---|-------------------------------------|----------------------------|



Verbal communication is the most important aspect of workplace communication. It can be further subdivided into two categories which are as follows.

✓ **Formal**

Formal verbal communication includes meetings, seminars, conferences, address, training etc. The exchange of ideas can take place at various levels. It can be a small group communication such as board meetings, team meetings, department meetings or it can be at an organizational level. This type of communication requires a facilitator to initiate and direct the proceedings. The attendees usually come with their own agendas, opinions for such meetings. Formal communication can take place face to face or exchange of ideas can take place remotely by the means of advanced technology such as video conferencing.

✓ **Informal or Grapevine**

Grapevine communication is the most interesting part of workplace communication. It does not conform to the usual norms of workplace communication. Besides, it flows in all possible directions upward (employee to management), downward (management to employee), across (within peers), diagonal (within departments) etc. Informal or grapevine communication is usually the source of all rumors and gossip in the office. This type of communication must be controlled effectively, else it may hamper the work culture of an organization and deter its growth.

• **Non-Verbal Communication**

Although, this form of communication is rarely used in the workplace, it may have a significant impact upon the exchange of ideas and views at workplace. Generally, signs, touch are two basic aspects of nonverbal communication. However, touch is not considered as an appropriate form of workplace communication. Nonetheless, a lot can be shared and conveyed with the help of a body language which is one of the most important aspect of communication. Verbal communication accompanied with appropriate body language can prove to be a very effective medium of communication at workplace.



All these forms of communication can be effectively used for the growth of an organization. Improper communication may lead to misunderstanding between various groups and individuals, which may have a bad impact upon organization as a whole. Ideas and messages must be conveyed clearly and without any ambiguity. This will leave no scope for errors, misunderstandings and similar issues.

**Self-Check -1****Written Test**

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

1. _____ What are forms of communication? List them. (5 points)
2. _____, and _____ types of verbal communication. (5 points)

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- 2

Undertaking interactions

2.1. Undertaking interactions

The number-one workplace fact of life is that you have to get along with everyone you work with. Whether it's the CEO, your line supervisor, or your cubicle mate, you must interact pleasantly, effectively, and appropriately.

And “getting along” doesn't mean just keeping quiet and doing your job. Today's employees are required to be active participants in the workplace. This workshop examines the importance of using effective communication to maintain good interpersonal relations at work. More than any other talent or ability, strong communication skills could be the key to advancing your career.

2.2. It's Not What You Say, It's How You Say It.

Your coworkers will be more receptive to what you have to say when you take care to deliver your message appropriately.

Be a “strong” listener. Your fellow employees will be interested in your ideas when you show genuine interest in their ideas—it's a two-way street.

Check your body language. A smiling face and open posture convey interest, while crossed arms and a frown send negative signals. Lean forward and make eye contact as often as possible.

Use “I” language. Using the word “you” to point out problems puts people on the defensive. Instead of saying, “You made me feel like a fool when you pointed out my mistake,” try saying, “I was embarrassed when my mistake was pointed out in that way.”

Validate the other person's ideas. Show others that you understand and respect what they're saying. For example, try restating what you've just been told: “It seems that answering the telephone is taking too much of your time.” Validation helps minimize conflict and encourages others to be more receptive to what you have to say.



Use the same medium. Communicate in the medium favored by the other person. If a coworker prefers to e-mail you, e-mail them. If a coworker prefers to use the phone, call them.

Be mindful of what you put in writing. It's important to remember that written communication is permanent—you can't take it back! Whether you're writing a fax, e-mail, memo, or letter, make sure your tone is friendly and professional.

Avoid using profanity and derogatory terms. It should go without saying, but some people forget that using offensive language is the quickest way to turn someone off. Many businesses have specific policies against using offensive language in the workplace.

2.3. The Importance of Getting Along

When you feel good about your relations with others, you'll not only do your job better, you'll find it more satisfying. Being aware of counterproductive behaviors that make your job more difficult—and anticipating ways to prevent them—will improve your workplace interactions.

Keep conflict to a minimum. Focus on finding solutions to the problems you encounter with other people instead of trying to “win” or concentrating on personal differences.

Avoid power struggles. Instead of proving to a coworker or supervisor that you are better, smarter, or more deserving of authority, work on how you can help each other achieve common goals.

Be proactive. Watch for problems that could hinder workplace relationships. Head them off before they become unmanageable.

Avoid gossip. Avoiding gossip will save you time and emotional energy. Speak to others directly about your concerns, and you will likely get the same treatment in return.

Work as a team. Nothing is more valuable to an employer than a person who is willing to minimize personal interests in order to achieve a common goal.

2.4. Interacting on Different Levels



Different workplace relationships call for flexible communication skills. Your manner toward a supervisor, for example, will most likely differ from the way you communicate with a coworker or with someone who reports to you.

Adapt to your environment. In some “traditional” work environments, employees are expected to keep their mouths shut, take orders from above, and do their jobs. In most modern workplaces, however, workers are expected to be creative problem solvers, and to work as teams to achieve common goals. In these environments, a greater amount of two-way communication about ideas takes place between employees and supervisors.

Be respectful. Showing respect to every person you interact with in the workplace is vital for smooth communications. It’s not unusual to show even more respect to a supervisor. For example, you might address your supervisor as “Ms. _____,” “Dr. _____,” “sir,” or “ma’am,” if that is how your supervisor wishes to be addressed.

Practice “employee empowerment.” When workers know that their abilities and contributions are valued, they feel motivated and willing to contribute. Share responsibilities and encourage ideas from coworkers and those who report to you.

Adjust your conversation. Although it is always good to keep talk that is not related to work to a minimum, casual conversation is more appropriate when shared among coworkers. Conversations with supervisors should be mainly work-related.

**Self-Check -2****Written Test**

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

1. Write at least five principles while interacting at workplace (6 points)

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



Information Sheet- 3

Complementing team activities

3.1. Complementing Team Activities

Communication within groups can be as varied as the people who make up the group. Individuals bring their own egos, points of view, cultures and agendas to the group dynamic. It is important to identify the different types of communication in action, so you will be better prepared to navigate the group. The following four factors will provide you with parameters to better assess these communication types.

- **Virtual Team Challenges in Communication**

Virtual environments break down space barriers and make it possible for executives, managers, vendors and suppliers to effectively communicate from distant locations through computer and mobile technologies. Multinational companies such as VeriFone and Microsoft are assisted by computer-mediated asynchronous and synchronous communication networks in operating global enterprises that demand greater flexibility, responsiveness and cost efficiencies.

- **Cultural Variables in Team Communication**

Cultural variables in team communication include examining both similarities and differences. Diversity in team communication extends beyond demographic factors, such as gender, age, ethnicity, religious beliefs and social status. Variables more often include expected organizational behavior, individual personalities and collective experiences. Managers must learn to navigate the layers of cultural variables to create a positive work environment.

- **Communication Challenges to Team Leadership**

Effective communication within a team is important in ensuring the flow of information and the exchanging of ideas. But the leaders of a team can often experience challenges to effective team communication that can threaten to reduce the effectiveness of the team. Good team leaders can identify and develop ways to circumvent the communication challenges in a team.

- **Outstanding Leadership**



Many businesses have leaders, but not all businesses have outstanding leaders. An outstanding leader is one who can inspire others, and who leads by example. A successful leader is someone who is trusted by his team, and who delivers on his promises.

- **Communicate with a Large Team**

Knowing how to anticipate your audience's needs and reactions before attempting to communicate with them is an important aspect of effective communication. When you fail to hold the interest of a large group, your message becomes lost and your efforts to communicate fail. Instead of preparing a lengthy presentation without interactive, engaging material, prepare a speech or presentation that keeps your team members involved and allows them to voice their opinions.

- **Effective Ways to Communicate with a Team**

Effectively communicating with a team means making each teammate feel included, engaged and valued. This means preparing well, listening reflectively, responding clearly and asking for feedback. Then you have to take that feedback and make good adjustments, remembering to always under-promise and over-deliver for your team.

- **Survey Questions on Team Communication**

A manager depends on a work team's effective communication to realize its goals. Good communication means the team's members can share ideas without wasting time or sending confusing messages. Developing a survey with questions relevant to the team will help a manager assess how team members perceive group communication. A manager must review notes from recent team meetings and meetings with individuals and identify issues that appear to impede communication. Questions related to these issues are best to include on the survey.

- **Team Communication Tools**

Teams need to find ways to keep the communication channels open among team members without it being overbearing. It is very easy for team members to get caught up in their day-to-day workloads and forget to interact with another team member for a variety of reasons. There are some basic tools you can put in place that will naturally help the communication process without it feeling intrusive.



- **Ways to Improve Communication in Teams**

Teamwork is a major factor in success within sports, businesses and academic environments. Individuals learn useful communication and interpersonal conduct lessons by working alongside one another toward a common goal. Communication is not always effortless among teammates in any environment; a few useful tactics will improve the conditions for common understanding and achievement for all involved.

- **Outcomes of Bad Team Communication**

Coordinating with a team is one of the most underestimated yet challenging skills in a work environment. The challenge mainly comes from the ability of people to work on an impartial, professional setting with a variety of people. However, improper communication etiquette and techniques can mean disastrous results. Bad team communication will result in the following inefficiencies in your work and will hold back potential results.

- **Team Effectiveness Training on Communication Empowerment & Rewards**

Building an effective team allows an organization to work more efficiently and productively. Team effectiveness training typically helps teams learn how to function better by providing instruction on using clear communication, appreciating differences, building relationships and empowering individuals to act decisively. When teams work together poorly, everyone suffers. Training that develops the skills and knowledge needed to maximize productivity usually involves role-playing exercises that let participants practice how to influence others, listen actively and ask relevant questions, present a clear message, build trust and motivate others to achieve the company mission and strategic objectives.

- **Communication process**

There are six elements in communication process. As shown in the figure below.

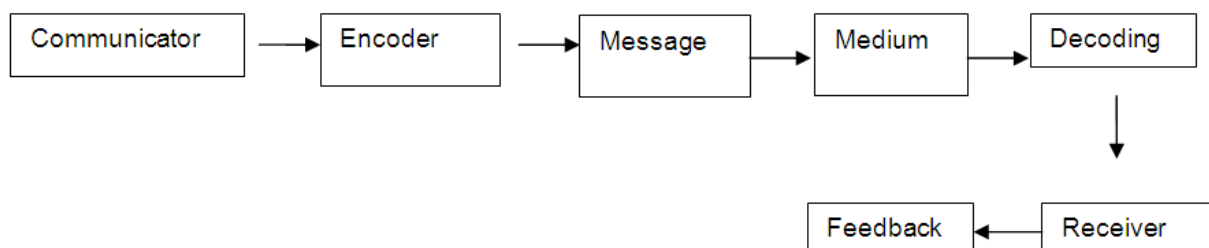


Fig. 3.1: communication process



- **Communicator can be manager** is the communicator, source, speaker, issuer or writer who intends to convey or transmit a message, subordinates, customers, clients, workmates as well as external parties. Communicator plays an important role in the communication process
- **Encoding:** This is the second element in the communication Process. It refers to preparing the subject of communication (idea, fact, information etc) in a very convenient or suitable language.
- **Message:** The encoded message needs to be transmitted by appropriate means. It may be in verbal or written form depending on the purpose.
- **Medium:** The medium of communication carries the message from the communicator to the receiver. Face to face, verbal communication, use of telephone, inter-com facilities, issue of memorandum, notice, circulars, statements, telegraphs, telex, etc are the various means of communication.
- **Decoding:** Decoding refers to the conversation of the message by the receiver into meaningful terms so as to make it understandable. This is another important element of communication because the receiver's response depends upon his/her understanding of the content and purpose of the message.
- **Receiver:** The receiver of the message has an equally very important role to play as the communicator. Communication to be effective must be receiver oriented, for it is the receiver, his/her ability to encode the message and understand it that contributes to a positive response from the receiver.
- **Feedback:** communicator is the originator of the message. The actual response of the receiver to the message communicated to him/her is known as feedback. This is an important element to the communication process because it reduces the possibility of a difference between the intention of the communicator and the interpretation of the message by the receiver. Two - way communication requires feedback to the initial message sent and enables the sender to check whether the message received has been properly understood by the receiver

**Self-Check -3****Written Test**

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

- 1) What are outcomes of bad team communication? (5 points)
- 2) Write the communication process elements. (5 points)

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- 4

Identifying workplace context

4.1. Identifying Work Place Context.

• Determining a Good Fit with Workplace Conditions

Meeting preferences for work environment can lead to high job satisfaction and engagement. Creating a list of these preferences can help guide career decisions.

Finding a working environment that fits with other elements of your good job fit profile such as your personality and your career values will increase job satisfaction, engagement and retention. Consider these questions and create a detailed list of your ideal workplace conditions. When you consider a new path in your career development, for example a promotion, transfer or taking training, look at how this new direction will fit with your work environment preferences.

• Location

1. How much time are you willing to spend on your commute to and from work?
2. If you prefer to use transit, is public transit an option and readily available?
3. If you prefer to drive, is parking reasonable and available?
4. Do you prefer a central location around other commercial development or a remote location away from the city?
5. Are you willing to relocate if asked?

• Work Station

1. Do you prefer a private office or a cubical or desk in an open concept office?
2. What type of lighting do you prefer (bright, natural, task only etc.)
3. Do you prefer a window that opens or air conditioning?
4. Do you prefer a certain type of desk or chair?
5. Do you prefer to work in the field?
6. Do you have health concerns that need to be accommodated (e.g. allergies, disabilities)?



- **People**

1. Do you prefer to work with a certain gender, age group or other qualifier?
2. Do you prefer a supervisor with specific qualities?

- **Dress Code**

1. Do you prefer business casual, casual or business formal work wear?
2. Do you prefer to wear a uniform?

- **Compensation and Benefits**

1. What is your preferred base salary? What is your minimum salary requirement?
2. What are your preferences around benefits – medical, dental, life insurance, vacation, expenses, tuition reimbursement and so on.
3. What is your preference on salary increases – automatic increase? Negotiate annually? Based on performance review?

- **Work Life Balance**

1. Do you prefer to work at home exclusively or on certain days?
2. Do you prefer to work overtime and receive time off in lieu or no overtime?
3. Do you prefer onsite daycare, gym or other amenities?

- **Structure**

1. Do you prefer a large or small company or organization?
2. Do you prefer a company or organization that is structured as a not for profit, government (direct or at arm's length) department or for profit?
3. Do you prefer a highly structured hierarchy or more of a matrix structure?
4. Do you prefer a union environment or are you anti-union?
5. Do you prefer freelance contracts or permanent work?
6. Do you prefer to work part or full time?

- **Pace**

1. Do you prefer to work at a slow or fast pace?
2. Do you prefer to have deadlines set for you or set your own?



- **Supervision**

1. Do you prefer little or no supervision or lots of guidance and support?
2. What qualities do you prefer in your supervisor?

Work environment must be conducive to working. It must provide an environment conducive for doing innovative work and for working on challenging projects. Working conditions pertain to the workers' job environment, such as hours of work, safety, paid holidays and vacations, rest periods, free clothing or uniforms, possibilities of advancement, etc. The working conditions of an organization shall be such that workers or employees are able to contribute their best efforts and bring about quality output.

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

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

1. Finding a working environment that fits with other elements of your good job fit profile such as your personality and your career values will increase job satisfaction. (5 points)

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

Protocols in reporting

5.1. Observing protocols In Reporting.

- **Reporting accidents**

All accidents in the workplace should be reported to the employer, who should record the details of the incident. Reporting the accident will help to safeguard social welfare and other rights which may arise as a result of an occupational accident. An employer is obliged to report any accident that results in an employee missing 3 consecutive days at work (not including the day of the accident) to the Health and Safety Authority.



DAILY ACTIVITY REPORT

DATE:

NAME:

TASK(S)

PERFORMED:

#:

| NAME | JOB TITLE | HOURS | | HOURLY RATE | | NOTE |
|------|-----------|-------|----|-------------|----|------|
| | | REG | OT | REG | OT | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Notes:

| | | |
|-------------------|--|-------------|
| SUPERVISOR | | DATE |
|-------------------|--|-------------|



Summary

Question

Suggestion

Today's Tasks

| Task | From | To | Estimate work amount (hrs) | Actually work amount (hrs) | Status | Description |
|-----------|------|------|----------------------------|----------------------------|--------|-------------|
| Task Name | 9AM | 12PM | 3 | 3 | Done | |
| Task Name | 01PM | 04PM | 2 | 3 | 90% | |
| Task Name | 4PM | 5PM | 1 | 1 | 85% | |
| Task Name | 5PM | 6PM | 2 | 1 | 20% | |

Tomorrow's Plan

| Task | Date | From | To | Estimate work amount (hours) | Description |
|-----------|------|------|------|------------------------------|-------------|
| Task Name | | 9AM | 12PM | 5 | |
| Task Name | | 01PM | 06PM | 3 | |

**Self-Check -5****Written Test**

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

1. What are components of daily activity report format? (5 points)

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- 6

Understanding team's role and objectives

6.1. Team Roles and Responsibilities

Team Roles and Responsibilities is an element of the high-performance team charter. Team Roles and Responsibilities are a summary of the team's main activities and what the team is intended to do, and describe the various functions the team plays in the organization.

Roles and responsibilities should be consistent with the team's mission and its goals. Roles and responsibilities are further defined by goals and performance measures, and by business process Review and codification of Roles and Responsibilities are useful for all teams and essential for new project teams. Teams usually find this task fairly easy. Roles and Responsibilities are generally summed up by activities: what the team does on a day-to-day basis.

A team brainstorming session can easily produce dozens of activities, if not more. The hard part comes when the team has to determine which are "core" or essential and which are less important, or priorities their daily work. People seem to take it personally when the work they are doing is assessed as having less value or importance than work others in the team are doing.

**Self-Check -6****Written Test**

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

1. Team Roles and Responsibilities is an element of the high-performance team charter. (5 points)
A. False
B. True

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

1. <http://www.humanconcepts.com>
2. <https://gseلودelmsapp.wordpress.com>
3. <https://www.atlassian.com>
4. www.collaborativejustice.org
5. <https://aaronلودelms.wordpress.com>
6. <https://www.skillsyouneed.com>
7. <https://study.com>
8. <https://smallbusiness.chron.com>
9. <https://www.indeed.com>
10. www.constructingexcellence.org.uk



Answer key LG09

Self-check -1

Question #:

1.
 - Visual Communication
 - Written Communication
 - Verbal Communication
 - Non-Verbal Communication
2. Formal and Informal

Self-check -2

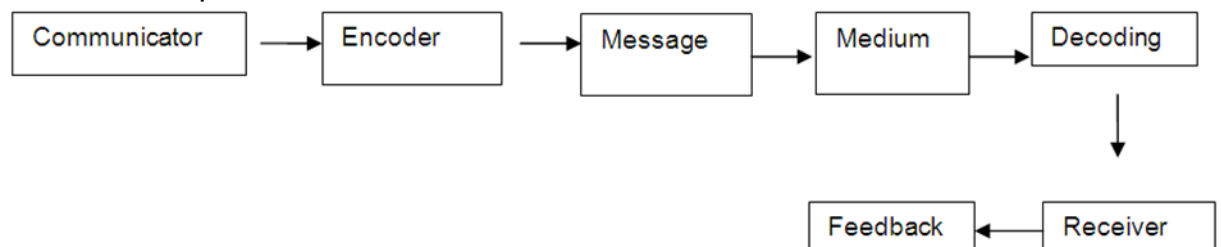
Question #:

1.
 - Be a “strong” listener
 - Check your body language
 - Use “I” language
 - Validate the other person’s ideas
 - Use the same medium

Self-check -3

Question #:

1. improper communication etiquette and techniques can mean disastrous results.
2. Communication process



Self-check -4

Question #:

1. A. False

Self-check -5

Question #:

- 1.

DAILY ACTIVITY REPORT

| | | | |
|---------------|---|-------------------------------------|----------------------------|
| Page 25 of 29 | Federal TVET Agency Author/Copyright | Bar Bending and Concreting Level II | Version -1 October 2019 |
|---------------|---|-------------------------------------|----------------------------|



DATE:

NAME:

**TASK(S)
PERFORMED:**

#:

| NAME | JOB TITLE | HOURS | | HOURLY RATE | | NOTE |
|------|-----------|-------|----|-------------|----|------|
| | | REG | OT | REG | OT | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Notes:

| SUPERVISOR | DATE |
|------------|------|
|------------|------|

Self-check -6

Question #:

1. A) True



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

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

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

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

This model TTLM was developed at Adama, Ethiopia September, 2019