

Basic Home/Office Electrical/Electronic Equipment Servicing Level – II

Based on May, 2011 Version 3 Occupational
Standards

Module Title: Participating in Workplace Communicati
on

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| LG#6 | LO#1 OBTAIN AND CONVEY WORKPLACE INFORMATION |
| INSTRUCTION SHEET | |

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

- Accessing information from appropriate sources
- Using effective questioning, listening and speaking skill.
- Appropriate medium to transfer information and ideas.
- Appropriate non- verbal communication.
- Appropriate lines of communication with
 - ✓ Supervisors
 - ✓ Colleagues.
- Workplace procedures for the location and storage of information.
- Carrying out personal interaction.

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:

- Accessing information from appropriate sources
- Using effective questioning, listening and speaking skill.
- Appropriate medium to transfer information and ideas.
- Appropriate non- verbal communication.
- Appropriate lines of communication with
 - ✓ Supervisors
 - ✓ Colleagues.
- Workplace procedures for the location and storage of information.
- Carrying out personal interaction.

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Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Utilize properly each information sheets
4. Accomplish the given “Self-checks.

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INFORMATION SHEET-1-ACCESSING INFORMATION FROM APPROPRIATE SOURCES

1.1 ACCESSING INFORMATION FROM APPROPRIATE SOURCES

Communication is transfer of information from one place to another. This means exchange of data from one person to another. There are different ways to accessing information from appropriate sources.

1.2. SOURCE OF INFORMATION

An information source is a source of information for somebody, i.e. anything that might be informs a person about something or provides knowledge to somebody. Information source may be observation, people, documents, pictures, organizations i.e. they may be primary, secondary and tertiary sources.

Types of information sources

Different epistemologies have different views regarding the importance of different kind of information sources. Empiricism regards sense data as the ultimate information sources, while other epistemologies have different views (Kragh 1989) (4). The various types of information sources can be divided into two broad categories.

- ✓ Documentary Sources
- ✓ Non-Documentary Sources

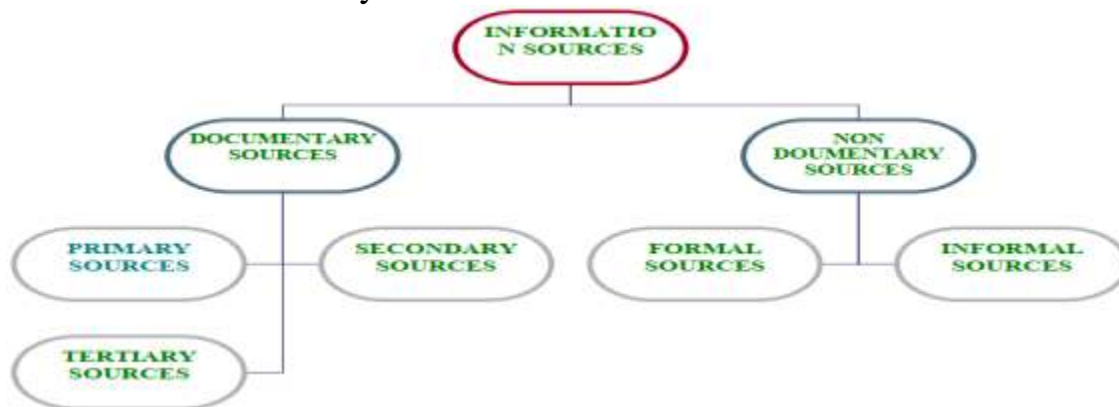


Figure 1.1. Types of Information Sources



Documentary sources- These are generally published or recorded documents of knowledge. Documentary sources may be as under:-

| PRIMARY | | SECONDARY | | TERTIARY |
|--------------------------|----------------------------|------------------------|-------------------------|---|
| > Periodical | Condensation & Repackaging | > Indexing Services | Keys and aids to search | > Yearbooks and Directories |
| > Research Report | | > Abstracting Services | | > Bibliographies |
| > Conference Proceedings | | > Review of Progress | | > Location list of periodicals |
| > Patents | | > Reference Works | | > List of Indexing and abstracting services |
| > Standards | | > Treatises | | > Guides |
| > Trade Literature | | > Monographs | | > List of Research in progress |
| > Thesis | | > Text Books | | > Guide to professional organizations |

Fig1.2. DOCUMENTARY INFORMATION SOURCES

Primary Sources- Primary sources of information are the first published records of original research and development or description of new application or new interpretation of an old theme or idea. There are original documents representing unfiltered original ideas. Primary source is a term used in a number of disciplines to describe source material that is closest to the person, information, period or idea being studied.

For Example: - books, periodicals, conference papers, research monographs, research reports, patents, standards, thesis, industrial and trade literature, manuscripts, web sites, video recordings.

Secondary Sources- Secondary sources of information are those which are either compiled from or refer to primary sources of information. The original information having been casually modified selected or reorganized so as to serve a definite purpose for group of users. Such sources contain information arranged and organized on the basis of some definite plan. These contain organized repackaged knowledge rather than new knowledge. Information given in primary sources is made available in a more convenient form. Due to their very nature, secondary sources are more easily and widely available than primary sources.



The primary sources are the first to appear, these are followed by secondary sources. It is difficult to find information from primary sources directly. Therefore, one should consult the secondary sources in the first instance, which will lead one to specific primary sources.

For example: - encyclopedia, dictionary, hand book, manual, critical tables

Tertiary Sources: - This is the most problematic category of all. However, people rarely expected to differentiate between secondary and tertiary sources. Materials in which the information from secondary sources has been digested- reformatted and condensed, to put it into a convenient, easy to read form. Sources which are once removed in timer from secondary sources and works which index, organize and compile citations to, and show you how to use, secondary sources.

For example: - bibliography of bibliographies, directories and yearbooks, guide to literature, list of research in progress etc.

Non-documentary sources: - Non documentary sources of information form a substantial part of communication especially in science and technology. User's studies have underlined importance of such sources. These sources provide information which other sources do not.

Types Non-documentary sources:- there is two kinds of sources:-

Formal Sources:-research organization, societies, industries, govt.dep't, universities, consultants

Informal Sources: -conversation with colleges, visitors, attendance at professional meetings.

- **Stages of Team Development**

Briefly ask people if they can recall any of these stages from their past-then move into a more detailed look at each stage.

- ✓ Forming

- ✓ Storming

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- ✓ Norming
- ✓ Performing

How long a stage lasts depends on how long the group is together and the nature of the task. Teams are dynamic, not a fixed entity.

Stage 1 - Forming a Team

Discussion- Participants to identify the early stages/discomfort of team formation. This is reflected in the initial uncomfortable silence just like the first activity. Members are unsure what is expected of them and maybe unclear about the task. Make sure you have introduced yourselves and that everyone understands what the group's task is.

People feel uncomfortable when they first join a team or group?

How is this shown and what can we do about it?

How can we move on from this and help people unite and work together?

Stage 2 - Storming

This stage needs to be acknowledged (recognize) and dealt with as part of normal team behavior:

- Be aware that conflict may emerge between sub groups or over leadership.
- There may be tension in the team because of some disagreement/ dislike between members.
- Members may be reluctant to continue and so fail to reappear after a break (fight or flight)

Stage 3 – Norming

As all orgs will be different in this respect, participants can identify generic labels and then seek these docs on returning to their org if they do not already have them
Checklist of docs/legislation- discuss and white board

- A sense of team identity develops along with trust.

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- Team members begin to share ideas and objectives.
- They agree on what is to be achieved and commitment develops.

Stage 4 - Performing

- Energy is now directed towards the task.
- It needs to be channeled and coordinated well
- Vigilance re team processes is important
- Give credit where it is due
- Remember the introduction of any new members returns the team to the “forming” stage
- Some teams have a used-by date

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| SELF-CHECK -1 | Written Test |
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Instruction: For each of the following question choose the best answer and circle the letter of your choice. (2 point each)

1. One of the following is Secondary Sources.

- A. Literature C. Hand book
B. Bibliography D. All

2. One of the following is Primary Sources.

- A. research reports C. Video recordings
B. web site D. All

3. It is generally published or recorded documents of knowledge.

- A. Non-documentary sources C. Tertiary Sources

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B. documentary sources

D. Primary Sources

Note: Satisfactory rating - 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____



INFORMATION SHEET-2-USING EFFECTIVE QUESTIONING, LISTENING AND SPEAKING SKILL

2.1. USING EFFECTIVE QUESTIONING, LISTENING AND SPEAKING SKILL

This sheet presents using effective questioning, listening and speaking skills to acquire appropriate information for work place. In work place the first steps to get appropriate information is asking information from the customer, then listening what is necessary, finally speak the ways to that. The following steps helps to conveying and receive information from appropriate sources.

2.2.1 CONVEYING AND RECEIVE INFORMATION FROM APPROPRIATE SOURCES

- clarify the idea before communication. Clarity of message is important for effective communication. Before sending message upward or down ward the content of the message should be clear to the sander.
- consultation with other consultation is help full in giving meaning to the message and the methodology of sending.
- Tone and content of the message Content of the message and the language used should be such that is does not oftended the sentiment and self respect of the listener.
- follow up communication
- be a good listener



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| SELF-CHECK -1 | Written Test |
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Instruction: For each of the following question choose the best answer and circle the letter of your choice. **(5 point each)**

1. One of the following is not steps of conveying and receives appropriate information

A). clarify the idea before communication. Clarity of message is important for effective communication. Before sending message upward or down ward the content of the message should be clear to the sander.

B) Be follow up communication

C) Tone and content of the message. Content of the message and the language used should be such that is does not oftener the sentiment and self respect of the listener.

D) None

2. How to acquire effective work place information

A) By proper Questioning B) By proper Listening C) by proper speaking D) all are correct.

Note: Satisfactory rating - 5 and above

Unsatisfactory - below 5

Score: _____

Rating: _____

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INFORMATION SHEET-3- APPROPRIATE MEDIUM TO TRANSFER INFORMATION AND IDEAS

3.1. APPROPRIATE MEDIUM TO TRANSFER INFORMATION AND IDEAS

Medium is the place where data exchanged. From the medium information and idea is share.

3.1.1 WAYS TO CONDUCT WORKPLACE COMMUNICATIONS AND INTERACTIONS

- Face to face
- Telephone
- Electronic & two way radio
- Internet and fax
- Written including, electronic, memos, instructions, forms,
- Non verbal including, gestures, signals, signs and diagrams.



| | |
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| SELF-CHECK 1 | Written Test |
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Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. **(5 point each)**

1. One Ways to conduct workplace communications and interactions is Face to face.
2. Telephone is not Ways to conduct workplace communications and interactions.
3. Internet and fax is Ways to conduct workplace communications and interactions
4. Medium is the place where data exchanged.

Note: Satisfactory rating – 10 and above

Unsatisfactory - below 10

Score: _____

Rating: _____

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INFORMATION SHEET-4-.APPROPRIATE NON- VERBAL COMMUNICATION

4.1. APPROPRIATE NON- VERBAL COMMUNICATION

This sheet presents appropriate non verbal communication for work place information. There are two modes of communications which is verbal and non verbal communications.

4.1.1 MODES OF COMMUNICATION

4.1.2. VERBAL COMMUNICATION. WE CAN USE WORD /LANGUAGE IN WRITTEN OR SPOKEN

Each type of verbal communication has it Owen advantage and disadvantages.

4.1.2. NONE VERBAL COMMUNICATION IS ONE OF THE MOST FREQUENTLY USED MEANS transmission information. E g. body movement, facial expression

- There are many types of none verbal communication from gesture and posture, to the position in different way.



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| SELF-CHECK -1 | Written Test |
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Instruction: Answer the following questions (5 point each)

1. What are the two modes of communications?
2. What is verbal communications?
3. What is non verbal communications?
4. Give example for non verbal communications?

Note: Satisfactory rating - 10 and above

Unsatisfactory - below 10

Score: _____

Rating: _____

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INFORMATION SHEET-5-APPROPRIATE LINES OF COMMUNICATION

5.1. APPROPRIATE LINES OF COMMUNICATION

This section presents appropriate lines of communications with supervisors and colleagues.

5.1.1 SUPERVISOR

The main role of supervisor in work place communication is to coach those who under his group. The information from supervisor to workplace is in line of sight. and also facilitate basic need of workplace communications.

5.1.2. COLLEAGUES

The purpose for creating teams is to provide a framework that will increase the ability of to participate in planning, problem solving, and decision making to better serve customers, increased participation promotes, better understanding of decision, more support for and participation in implementation plans, increased contributions to problem solving and decision making & more ownership of decisions, processes & Changes.

In order for team to fulfill their intended role of improving organizational effectiveness, it's critical that teams develop in to working units that are focused on their goal, mission or reasons for existing.

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| SELF-CHECK -1 | Written Test |
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Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. **(10 point each).**

- 1). the main role of supervisor in work place communication is to coach those who under his group.
- 2). the information from supervisor to workplace is not inline of sight and also facilitates basic need of workplace communications.

Note: Satisfactory rating – 10 and above

Unsatisfactory - below 10

Score: _____

Rating: _____

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INFORMATION SHEET-6-WORKPLACE PROCEDURES FOR THE LOCATION AND STORAGE OF INFORMATION

6.1. WORKPLACE PROCEDURES FOR THE LOCATION AND STORAGE OF INFORMATION.

This section presents workplace procedures for the locations and storage of information.

6.1.1 WORKPLACE PROCEDURE

Workplace procedures Is a step by step description of how some job function is to be done. It is most useful if written in clear language and readily available to those who perform that function. However some workplace procedures are not written down and are simply passed by words of mouth from older to younger employees.

A work procedure is a step by step description of how a particular task is to be accomplished in a workplace.

How do you define work place? A workplace is a location or building where people perform physical or mental work in order to earn a living. It is usually a location outside one's home or place of residence.

Common private sector workplaces in a town or city including: factories, ware houses, stores, banks, restaurants and hotels.

Common public sector workplaces include: government office, schools, and libraries.

The term workplace is used to describe the work environment in general especially as it relates to the right and responsibilities of employees and employers.

Job procedures: - Establishing work procedures have proven to be beneficial in many ways, they play an integral role in performing jobs safely, providing standardized training a being assistive with investigations, job procedures are defined as a step by step description of how to proceed, from start to finish in performing a task properly.



Environmental standards:-It is a police guideline that regulates the effort of human Activity up on the environment. Environmental standards are a set of quality conditions.

Those are adhered or maintained for a particular environmental component and function.

Quality standards:- Are the core, they inform the other key aspect of the framework, Stakeholders are encouraged to work towards continuous improvement through engagement in process of planning and evaluation centers should be in place in centers while allowing to local flexibility in the way stakeholders choose to achieve standards.

6.1.2. WORKPLACE PROCEDURES AND INFORMATION STORAGE

Manual filling system

One done by hand the traditional way using folders in cabinet, this is contrasted with a filling system that is computer based.

Advantage of manual filling system:

- Cannot be destroyed by an accidental power loss

Why is a computer database better than a manual filling system?

- Less paper, no lost files, easier to maintain and back up,

What is the disadvantage of manual filling system?

- Lack of security. Computer based filling system

The advantage of computer based filling system is:

- Quicker to find things and sort things,

A fill system is compute ring is a method for storing and organizing computer files & the data key contain to make it easy to find and access may use a data storage device such as a hard disk or CD ROM.

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A file system is a set of abstract data types that are implemented for the storage, manipulation access and retrieval of data.

Computer relevant work related documents:

- Forms, estimate and calculating (basic mathematical operation)
- Data recording

In the structure of a database, the part consisting of several uniquely named components called data files.

A data storage device is a device for recording/storing/ information or data.

| | |
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| SELF-CHECK -1 | Written Test |
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Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. **(2 point each).**

- 1). Workplace procedures are a step by step description of how some job function is to be done.
- 2). Job procedures is Establishing work procedures have proven to be beneficial in many ways, they play an integral role in performing jobs safely, providing standardized training a being assistive with investigations, job procedures are defined as a step by step description of how to proceed, from start to finish in performing a task properly.
- 3). Quality standards Are the core; they inform the other key aspect of the framework

Note: Satisfactory rating – 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____

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INFORMATION SHEET-7- CARRYING OUT PERSONAL INTERACTION

7.1. CARRYING OUT PERSONAL INTERACTION.

This section presents Carrying out personal interactions.

7.2. PERSONAL INTERACTIONS

Personal interaction is one group/individual of peoples interact to one other. for example, Ethiopian TVET system there are five level of qualifications level II interact with level I, Level III interact with level I and III, Level III interact with Level I, II, III, Level IV interact with level I, II, III. level V interact with Level I, II, III and IV.

| | |
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| SELF-CHECK -1 | Written Test |
|---------------|---------------------|

Instruction: - Answer the following Questions (2 point each).

- 1). what is a personal interaction?
- 2). Give a good example of Interactions?

Note: Satisfactory rating – 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____



| | |
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| L#7 | LO#2 PARTICIPATE IN WORKPLACE MEETINGS AND DISCUSSIONS |
| INSTRUCTION SHEET | |

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

- Attending team meetings.
- Expressing own opinions.
- Listening others without interruption.
- Making meeting inputs consistent with.
 - ✓ Meeting purpose
 - ✓ protocols
- Conducting Workplace interactions.
- Asking and responding questions about workplace procedures.
- 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:

- Attend team meetings.
- Express own opinions.
- Listen others without interruption.
- Make meeting inputs consistent with.
 - ✓ Meeting purpose
 - ✓ Protocols
- Conduct Workplace interactions.
- Ask and responding questions about workplace procedures.
- Interpret and implementing meeting outcomes.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Utilize properly each information sheets
4. Accomplish the given “Self-checks.

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5.If you earned a satisfactory evaluation from the “Self-check” proceed to next page

INFORMATION SHEET-1- ATTENDING TEAM MEETINGS

1.1. Attending Team Meetings.

1.1.1 PARTICIPATE IN WORKPLACE MEETINGS

Participate in workplace meetings and discussions can be full fill the following:-

- Active participate
- To generate some important idea / to transfer important idea/
- To get decision making
- based on this to share knowledge, skill &attitude from other
- Develop your ability to respond

1.1.2 ATTEND TEAM MEETING

- To attend the meeting by using follows up the instruction
 - ✓ By giving Some important idea for the meeting
 - ✓ to supervise the team on the meeting

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| SELF-CHECK -1 | Written Test |
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Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. **(2 point each)**

1. To generate some important idea / to transfer important idea/ is not Participate in workplace meetings and discussions.
2. It's possible To attend the meeting by giving Some important idea for the meeting.

Note: Satisfactory rating – 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____



INFORMATION SHEET-2-EXPRESSING OWN OPINIONS

2.1. -EXPRESSING OWN OPINIONS

This section presents how to explain, express own opinion/idea in work place communications.

2.2. WAYS TO EXPRESS OWN OPINION

There are different ways to express own idea some are as follow but not limited to;

- By talking
- writing
- Body Movement
- sign Language
- arts
- Memo, oral and actively participate to other.

| | |
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| SELF-CHECK -1 | Written Test |
|---------------|---------------------|

Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. **(2 point each)**

1. Its possible to express own opinion by speaking.
2. its impossible to express own idea by sign language.

Note: Satisfactory rating – 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____

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INFORMATION SHEET-3-LISTENING OTHERS WITHOUT INTERRUPTION

3.1. LISTENING OTHERS WITHOUT INTERRUPTION.

Listening is to pay attention to something that you can hear. In work place communication listening ability is very crucial. for example during maintain ace of office machine the first steps of troubleshooting logical exercise is listening information from the customer before going to operate office machine.

3.1.1 INTERRUPTION

Interruption is something that temporary stop an activity or situations; a time when activity stopped. Interruption is also to say or do something that makes someone stop what they are saying or doing.

3.1.2. LISTENING OTHER WITHOUT INTERRUPTIONS

To listen someone without interruption very crucial in work place communications, the following point are very important to make someone listen without interruptions.

- To live in silent place.
- To pay attention.
- To focus on presenters.



| | |
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| SELF-CHECK -1 | Written Test |
|---------------|---------------------|

Instruction: - Choose the best answer (2 point each)

1. one of the following items help someone to Listening other without interruptions

- A). To live in silent place B). To Pay attention C). To focus on presenters
D) all are correct.

2. ----- is something that temporary stop an activity or situations; a time when activity stopped.

- A). Listening B). Speaking C). Interruption D). None

Note: Satisfactory rating – 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____

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INFORMATION SHEET-4- MAKING MEETING INPUTS CONSISTENT

4.1 MAKING MEETING INPUTS CONSISTENT.

4.1.1 MEETING PURPOSE

The meet meaning in English is fairly simple – two or more people come together to discuss a topic or agenda. In professional terms, the meeting is to make sure everyone involved understands how a project is coming along. In some cases, a meeting is formal verification of what has already been decided through daily interactions.

Regardless of what goals a meeting intends to accomplish, it's potentially meaningless if not properly documented. Such documentation is achieved by setting an agenda, sharing the agenda and objectives of the meeting beforehand, and maintaining a log of recorded minutes after the fact. In today's digital age of professional communications, such information is best kept through software designed to manage such tasks. Using a tool like docket for your meetings is a great way to set and share the meeting purpose and agenda and capturing notes and tasks that help you meet your goals along the way.

4.1.2. THE PURPOSES OF HOLDING MEETINGS ARE LISTED HERE IN A SKELETON FORM:

- To reach a common decision/agreement
- To solve a problem
- To understand a situation, exchange ideas and experiences

4.3. PROTOCOLS

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A protocol is a standard set of rules that allow electronic devices to communicate with each other. These rules include what type of data may be transmitted, what commands are used to send and receive data, and how data transfers are confirmed.

You can think of a protocol as a spoken language. Each language has its own rules and vocabulary. If two people share the same language, they can communicate effectively. Similarly, if two hardware devices support the same protocol, they can communicate with each other, regardless of the manufacturer or type of device. For example, an Apple iPhone can send an email to an Android device using a standard mail protocol. A Windows-based PC can load a webpage from a Unix-based web server using a standard web protocol.

Protocols exist for several different applications. Examples include wired networking (e.g., Ethernet), wireless networking (e.g., 802.11ac), and Internet communication (e.g., IP). The Internet protocol suite, which is used for transmitting data over the Internet, contains dozens of protocols.

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| SELF-CHECK -1 | Written Test |
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Instruction: - Write the answer of the Following question (**10 point each**)

1. What is meeting?
2. Write at least three purpose of meeting?
3. What are protocols?

Note: Satisfactory rating – 15 and above

Unsatisfactory - below 15

Score: _____

Rating: _____

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INFORMATION SHEET-5-CONDUCTING WORKPLACE INTERACTIONS

5.1. CONDUCTING WORKPLACE INTERACTIONS.

INTERACTIONS

Interactions are to communicate with someone, especially while you work, play or spend time with them. It's also involving people working together and having an influence on each other.

5.1.1 WORK PLACE

Work place is the environment that people work, example office factory, etc. In office machine maintenance the working place must suitable for maintenances.

5.1.2 CONDUCTING WORK PLACE INTERACTIONS

conducting work place interaction is to organize do a particular activity in workplace in order to communicate with someone especially you work, play or spend time with them.

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| SELF-CHECK -3 | Written Test |
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Instruction: - Write the answer of the Following question (10 point each)

1. What is Interaction?
2. Write workplace?
3. How to conduct workplace interactions?

Note: Satisfactory rating – 10 and above

Unsatisfactory - below 10

Score: _____

Rating: _____

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INFORMATION SHEET-6-ASKING AND RESPONDING QUESTIONS ABOUT WORKPLACE PROCEDURES

6.1 ASKING AND RESPONDING QUESTIONS ABOUT WORKPLACE PROCEDURES

6.1.1 ASKING QUESTIONS ABOUT WORKPLACE PROCEDURES.

Asking question about work place is to say or write something in the form of questions in order to get information. Asking question about workplace procedures for new entrant is as follow;

- how you choose this department
- what do you know about this departments
- what document you have
- What you want to do after graduations.

6.1.2 RESPONDING QUESTIONS ABOUT WORKPLACE PROCEDURES.

Responding question about workplace procedures is to give a spoken or written answer to something. Responding questions about workplace procedures follow;

- because it's my interest
- nothing but i want to know
- 10th complete
- technician



| | |
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| SELF-CHECK -6 | Written Test |
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Instruction: - Write the answer of the Following question **(15 point each)**

1. What is asking questions about workplace procedures?
2. Write responding questions about workplace procedures?

Note: Satisfactory rating –15 and above

Unsatisfactory - below 15

Score: _____

Rating: _____



INFORMATION SHEET-7-INTERPRETING AND IMPLEMENTING MEETING OUTCOMES

7.1. INTERPRETING AND IMPLEMENTING MEETING OUTCOMES

7.1.1 INTERPRETING MEETING outcomes

Interpret meeting outcome is to explain the outcome of meeting. This means after particular meeting explain the result of meeting to others

7.1.2 Implementing meeting outcomes

Implement the meeting outcome is to carry out the result of meeting to world of works. After discussion carryout the result to real work

7.1.3. Interpreting and implementing meeting outcomes

Interpreting and implementing meeting outcome means after discussion in particular topic to explain the result and carryout task to real work.

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| SELF-CHECK -1 | Written Test |
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Instruction: - Write the answer of the Following question (15 point each)

1. What are interpretations of meeting outcome?
- 2, What are implementations of meeting out come?

Note: Satisfactory rating – 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____

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| L#8 | LO#3 COMPLETE RELEVANT WORK RELATED DOCUMENTS |
| INSTRUCTION SHEET | |

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

- Ranging of forms relating to conditions of employment
- Recording workplace data.
- Using basic mathematical processes.
- Identifying and acting on errors in recording on forms.

Completing requirements of reporting. 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:

- Range of forms relating to conditions of employment
- Recording workplace data
- Using basic mathematical processes
- Identifying and acting on errors in recording on forms.

Learning Instructions:

5. Read the specific objectives of this Learning Guide.
6. Follow the instructions described below.
7. Utilize properly each information sheets
8. Accomplish the given “Self-checks.
9. If you earned a satisfactory evaluation from the “Self-check” proceed to “next page”

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INFORMATION SHEET -1-RANGE OF FORMS RELATING TO CONDITIONS OF EMPLOYMENT

1.1. RANGE OF FORMS RELATING TO CONDITIONS OF EMPLOYMENT

Communication is the transfer of facts, ideas, opinions, feelings and information from one person or group to another. It is how we come to know and understand everything around us. We use communication to:

- relax and entertain ourselves
- learn about the world
- learn about ourselves and others
- Share ideas, knowledge, thoughts and feelings
- exchange information
- influence and persuade people
- Conduct business.

Communication and documentation is key for a successful project, Communication assures coordination of effort across stakeholders, Written documentation provides the “attach” that stabilizes components and Combine the project. Reports & presentations set precedent for acknowledgement of effort and/ Or discoveries.

There are a multitude of written documents during a project

- Proposal of concept to funding society
- Requirements Document to specify “ground rules
- System Design Document to specify high level design
- Interface Control Documents to define subunit interfaces
- Risk Management Plan shows how project risks are controlled

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- Preliminary Design Review (PDR) gives initial definition of project
- Critical Design Review (CDR) provides complete definition of project
- Flight Readiness Review (FRR) certifies payload for flight
- Mission Operations and Data Analysis for post-launch Procedures
- Technical reports to track progress of project
- Science reports to present results publicly

1.1.1 RANGE OF FORMS

Finally to record data based on organization standards & to measure recording data by different criteria & them to report some gathering information based on or to supervises some team organizational guide lines.

Condition of work environments:-

- Fire and emergencies.
- Life threatening illness,
- Security, housekeeping,
- Media relations ,and
- Closing inclement weather.

Work procedures/ practice: - a step by step description of how a particular task is to be accomplished in workplace.

Agreement and legislation that underpin in governance and institutional arrangements for the national energy market

Industrial agreement: - Is one way for attempting to balance divergent interests and for making industries more effective and competitive.

Significant of industrial agreement:

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- For encouraging stable employer, worker relationships within an industry.
- Promoting its competitiveness.
- Managing unemployment rates.
- As well as to promote greater productivity.

Environmental quality guidelines

These are concentration limits for contaminants or an environmental quality characteristic (such as dissolved oxygen or PH,) that is exceeded, may affect humans or the environment.

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| SELF CHECK -1 | Written test |
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Instruction: - For the following questions you are given four alternatives then choose the correct answer and circle (2 pt each).

___1. From the following which Condition for work environments

- a) Fire.
- b) Emergencies
- c) Life threatening illness
- d) all

___2. Record data based on

- a) Media relations.
- b) Organization standards
- c) Life threatening illness
- d) none

Note: Satisfactory rating - 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____

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INFORMATION SHEET-2-RECORDING WORKPLACE DATA:

2.1 RECORDING WORKPLACE DATA

2.2.1 Workplace

Dictionary definition - A place, such as an office or factory, where people are employed

Workplace is the place where any activity can be accomplished according to the organizational standard.

What is our workplace?

- Administration office
- Accounting office
- Human Resources Office
- Bookstore
- Maintenance office
- Engineering office
- General Services
- Clinic
- Registrar
- Security Guard office
- Student Services
- Discipline office
- Campus Ministry office
- Others

2.3 WORKPLACE DOCUMENTS

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There are many situations at work when you will need to communicate in writing. You might need to complete forms, write letters take notes or send emails. The better you are able to express yourself in writing, the more effective you will be. Good writing is clear, easy to read, easy to understand and tells the reader exactly what they need to know.

Writing effectively to make your writing effective:

- 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.

2.4. IMPORTANCE OF COMMUNICATION IN THE WORKPLACE

There is no denying the importance of communication in the workplace, considering the fact that in an organization people belonging to different social and professional backgrounds come together to work for the same goals. Often it is seen that administrators do not realize the importance of communication at work and thus do not convey their ideas, organizational goals, vision, etc. very clearly. When administrators in an organization are unable to create an environment which promotes open and clear communication, it can have negative repercussions on the work culture and the employee productivity. The importance of effective workplace communication is discussed below:

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- **Creates job satisfaction-** Organizations which encourage an open and easy correspondence between seniors and subordinates face lesser employee turnover. If the work environment is friendly where the subordinates are encouraged to communicate their ideas to their administrators regarding work-related issues, and their feedback is given due consideration, it motivates the employees to work better and makes them feel valued in the organization. Thus, effective communication in the workplace helps in building loyalty and trust which eventually attributes to greater job satisfaction.
- **Lesser conflicts-** Open communication in the workplace can help prevent and resolve many conflicts. Workplace conflicts are easily resolved through open and clear communication and mutual discussions; this can lead to personal and professional growth.
- **Increases productivity-** Effective communication at work is the most important issue for the success and failure of an organization. Every organization has a set of clearly defined goals, objectives and vision. If an administrator is clear in his/her communication, the subordinates will know exactly what the organization wants and thus, will be able to deliver the same to the best of their abilities. Thus, the importance of communication skills can be judged from the fact that it leads to better deliverance of work, increasing workplace productivity.
- **Formation of relationships-** Open communication, whether between the employees and administrators or between the management and employees, leads to the formation of better personal and professional relationships. This makes the employees feel genuinely cared and valued for, and they are more likely to remain loyal to the organization. This creates a friendly

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environment and promotes a better working relationship which is conducive to the work.

- Proper utilization of resources- If an organization faces problems, crisis and conflicts due to miscommunication between the staff members, it causes unnecessary delays in the daily work. This leads to wastage of resources and lowers the overall work productivity. So an environment of good communication is a must for any organization to better utilize its resources and increase productivity.

Data

Data is the file which is documented in the organization by the form of hardware or by software system.

Therefore recording workplace data to record the work place data based on work shop standard.

Such as department filling, electronics filling-

1. What types of data can be documented in the organization.
 - Employers profile
 - Student document
 - Organization profile
2. In the organization where the data can be documented.
 - Registrar
 - Bookstore
 - Material Store

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| SELF CHECK -1 | Written test |
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Instruction: - For the following questions write the answers (2 pt each).

1. What is workplace?
2. What types of workplace do you have in your environment?
3. What types of data can be documented in your organization?

Note: Satisfactory rating - 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____

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INFORMATION SHEET-3- USING BASIC MATHEMATICAL PROCESSES

3.1 BASIC MATHEMATICAL PROCESSES ARE USED FOR ROUTINE CALCULATIONS

Basic mathematical processes addition, subtraction, division and multiplication are used ability to relate people of social range in the workplace.

Addition:-To add the knowledge, skills and attitudes of all different groups

Subtraction: - To subtract bad attitude in the group and strong the relationship between the employers to accomplish the work done

Division: - To divide or share positive attitude communication in the workplace.

Multiplication:-Multiply the knowledge, skills and positive attitude in the workplace communication.



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| SELF CHECK -1 | WRITTEN TEST |
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Instruction: - For the following questions write the answers (2 pt each).

1. How additions play a role in the workplace communication?
2. How multiplications play a role in the workplace communication?
3. What the role of division and subtraction in the workplace communication?

Satisfactory rating - 3 and above

Unsatisfactory - below 3

Score: _____

Rating: _____



INFORMATION SHEET-4-IDENTIFYING ERRORS IN RECORDING INFORMATION

4.1 IDENTIFYING ERRORS IN RECORDING INFORMATION

- Errors in recording information on forms/ documents are identified and properly acted upon

Errors Made When Recording and Entering Data and How to Avoid Them

- **Lack of information about the observer/collector**

Identify all of the observers, and if it is a group, include the group name as well (e.g. Ms. Barnett's 6th grade class at Erwin Elementary, or the UVA Kappa Kappa fraternity). If there are questions about the data later, this information will help the lead scientists follow up with you.

- **Incomplete date**

Data sheets and field notebooks may be filed for a while before the data 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 is Day Month Year (e.g. 20 December 2020).

- **Not filling out the background/environmental information at all**

Often we jump right in with collecting data and following protocols and we forget to fill in the background information.

- **Measuring or recording the wrong units**

Measure and record the units specified on the data sheet, online data entry portal, or in the protocols.

If no units are specified, make sure to record the units you used along with the measurement.

- **Measuring or recording data with the wrong level of precision**

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

- **Data 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.

- **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 data (even without a malicious purpose) is considered unethical in the scientific community.

- **Illegible handwriting**

If you are recording data 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 data sheet over is the best solution, but beware of errors that you might introduce when copying.

- **Missing data with no explanation**

It is okay to have missing data, but you should provide an explanation for why it was missing. Be sure to indicate negative data. 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 and the most common error.

- **Not returning the data to the proper place or person!**

Citizen science becomes a wasted effort if the data 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

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in the field, they do not return any data 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 data) are important pieces of the puzzle and should be treated as valuable data.

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| SELF CHECK – 1 | Written test |
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Instruction: - For the following questions write the answers (2 pt each).

1. What is Guessing?
2. Write Errors made when recording data?
3. Write Errors made when Entering Data?
4. What the difference between recording data and entering data?

: Satisfactory rating - 4 and above

Unsatisfactory - below 4

Score: _____

Rating: _____

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INFORMATION SHEET-5- COMPLETE REPORTING REQUIREMENTS

5.1 COMPLETE REPORTING REQUIREMENTS

Reporting

Reporting means to informing the worked document in a day, weeks, and the month by using softcopy and hardcopy to the supervisor of an organization, Therefore reporting document was complete document and which can send full message for reader.

Also Reporting requirements to supervisor are completed according to organizational guidelines

5.2 USING CORRECT AND COMPLETE INFORMATION

You're responsible for making sure that the information you write is correct, and that it includes everything it should. That means double-checking things like names, dates, addresses and phone numbers. It might also mean asking for more information, such as reference numbers, contact details or additional explanations.



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| SELF CHECK – 1 | Written test |
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Instruction: - For the following questions write the answers (5 pt each).

1. What is reporting?
2. Reporting requirements to supervisor are completed according to what?

Satisfactory rating - 5 and above

Unsatisfactory - below 5

Score: _____

Rating: _____

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Answer Key Module Title: Participating in Workplace Communication

Learning outcome #1:- Obtain and convey workplace information

Information sheet- #1- Accessing Information from Appropriate sources.

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| Self-Check-1 | Written Test |
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Instruction: Answer all the questions listed below. Use the Answer sheet provided in the next page:

I. Choose the best answer (each 2 point)

1. D
2. C
3. C

Information sheet- #2- Using effective questioning, listening and speaking skill

| | |
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| Self check -1 | Written Test |
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Instruction: For each of the following question choose the best answer and circle the letter of your choice. (2 point each)

2. Choose the best answer (each 2 point)
 - 1) D
 - 2) D

Information sheet-#3 -Appropriate medium to transfer information and ideas.

| | |
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| Self check -1 | Written Test |
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Instruction:-The following are true or false items, write true if the statement is true and write false if the statement is false. (2 point each).

1. True
2. False
3. True
4. True



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| Information sheet-#4 - Appropriate non- verbal communication. | |
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| Self-Check-1 | Written Test |
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Instruction: Answer the following questions

Answer key

- 1) Verbal and non verbal communications
- 2). verbal Communication. We can use word /language in written or spoken Form. Each type of verbal communication has it Owen advantage and disadvantages.
- 3). none verbal_Communication, is one of the most frequently used means transmission Information.
- 4). E g. body movement, facial expression

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| Information sheet-5 - Appropriate lines of communication | |
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| Self-Check-1 | Written Test |
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Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. (2 point each).

Answer key

1. True
2. False

| | |
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| Information sheet-6- Workplace procedures for the location and storage of information | |
|---|--|

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| Self-Check-1 | Written Test |
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Instruction: - The following are true or false items, write true if the statement is true and write false if the statement is false. (2 point each)



Key Answer

1. True
2. True
3. True

| | |
|---|--------------|
| Information sheet-7- Carrying out personal interaction. | |
| Self-Check-1 | Written Test |

Instruction: - Answer the following Questions (2 point each).

Answer

1. Personal interaction is one group/individual of peoples interact to one other.
2. Ethiopian TVET system there are five level of qualifications level II interact with level I, Level III interact with level I and III, Level III interact with Level I, II, III, Level IV interact with level I, II, III. level V interact with Level I, II, III and IV.



ANSWER

KEY

MODULE

TITLE:

Participating in Workplace Communication

Learning outcome #2:- Participate in workplace meetings and discussions

| | |
|--|--------------|
| Information sheet- #1- Attending Team Meetings. | |
| Self-Check-1 | Written Test |

Instruction: The following are true or false items, write true if the statement is true and write false if the statement is false. **(2 point each)**

Answer Key

- 1). False
- 2). True

| | |
|--|--------------|
| Information sheet- #2- Expressing own opinions. | |
| Self-Check-1 | Written Test |

Instruction: The following are true or false items, write true if the statement is true and write false if the statement is false. **(2 point each)**

Answer Key

- 1). True
- 2). False

| | |
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| Information sheet- #3- Listening others without interruption | |
| Self-Check-1 | Written Test |

Instruction: Choose the best answer **(2 point each)**

Answer Key

- 1). D
- 2). C

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| Information sheet- #4- Making meeting inputs consistent | |
| Self-Check-1 | Written Test |

Instruction: Write the answer of the Following question (2 point each)

Answer Key

- 1). Two or more people come together to discuss a topic or agenda. In professional terms, the meeting is to make sure everyone involved understands how a project is coming along. In some cases, a meeting is formal verification of what has already been decided through daily interactions.
- 2). To reach a common decision/agreement
 - I). To solve a problem
 - II). To understand a situation, exchange ideas and experiences
- 3). A protocol is a standard set of rules that allow electronic devices to communicate with each other. These rules include what type of data may be transmitted, what commands are used to send and receive data, and how data transfers are confirmed.

| | |
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| 1. Information sheet- #5- Conducting Workplace interactions. | |
| Self-Check-1 | Written Test |

Instruction: Write the answer of the Following question (2 point each)

Answer Key

- 1). Interactions is to communicate with someone, especially while you work, play or spend time with them. It's also involving people working together and having an influence on each other.



- 2). Work place is the environment that people work, example office factory, etc. in office machine maintenance the working place must suitable for maintenances.
- 3). by organizing a particular activity in workplace in order to communicate with someone especially you work, play or spend time with them.

| | |
|--|--------------|
| Information sheet- #6- Asking and responding questions about workplace procedures | |
| Self-Check-1 | Written Test |

Instruction: Write the answer of the Following question (2 point each)

Answer Key

- 1). Asking question about work place is to say or write something in the form of questions in order to get information.
- 2). Responding question about workplace procedures is to give a spoken or written answer to something.

| | |
|--|--------------|
| Information sheet- #7- Interpreting and implementing meeting outcomes | |
| Self-Check-1 | Written Test |

Instruction: - Write the answer of the Following question (2 point each)

Answer Key

- 1). interpret meeting outcome is to explain the outcome of meeting. This means after particular meeting explain the result of meeting to others
- 2). Implement the meeting outcome is to carry out the result of meeting to world of works. After discussion carryout the result to real work



Answer Key Module Title: Participating in Workplace Communication

Learning outcome #3:- -complete relevant work related documents

| | |
|--|--------------|
| Information sheet- #1- RANGE of forms relating to conditions of employment | |
| Self-Check-1 | Written Test |

Instruction: - For the following questions you are given four alternatives then choose the correct answer and circle (2 pt each).

Answer Key

1. D
2. B

| | |
|--|--------------|
| Information sheet- #2- Recording Workplace Data: | |
| Self check -1 | Written Test |

Instruction: - For the following questions write the answers (2 pt each).

Answer Key

1. Dictionary definition - A place, such as an office or factory, where people are employed
Workplace is the place where any activity can be accomplished according to the organizational standard.
2. Bookstore, Clinic, Maintenance office, Student Services
3. Employers profile, Student document, Organization profile

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| Information sheet-#3 - Using Basic Mathematical Processes | |
| Self check -1 | Written Test |

Instruction: - For the following questions write the answers (2 pt each).

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Answer key

1. Adding positive attitude with the team in the work place communication
2. To multiplying knowledge, skills and attitude in the workplace communication
1. To divide and subtract the all three SKA in the workplace communication with team and social environment

| Information sheet- #4 - Identifying Errors in Recording Information | |
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| Self-Check-1 | Written Test |

Instruction: - For the following questions write the answers (2 pt each).

Answer key

1. It is okay if you are unable to identify something or unable to measure something.
2. Lack of information about the observer/collector, incomplete date, not filling out the background/environmental information at all, Measuring or recording the wrong units.
3. Missing data with no explanation, illegible handwriting, not returning the data to the proper place or person, Guessing, Data that just don't add up or just don't make sense.
4. Recording data means to document the existing data, but entering data means it may be inserting new document in the system.

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| Information sheet-5 - Complete Reporting Requirements | |
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| Self-Check-1 | Written Test |
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Instruction: - For the following questions write the answers (2 pt each).

Answer key

1. Reporting means to informing the worked document in a day, weeks, and the month by using softcopy and hardcopy to the supervisor of an organization.
2. An organization



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