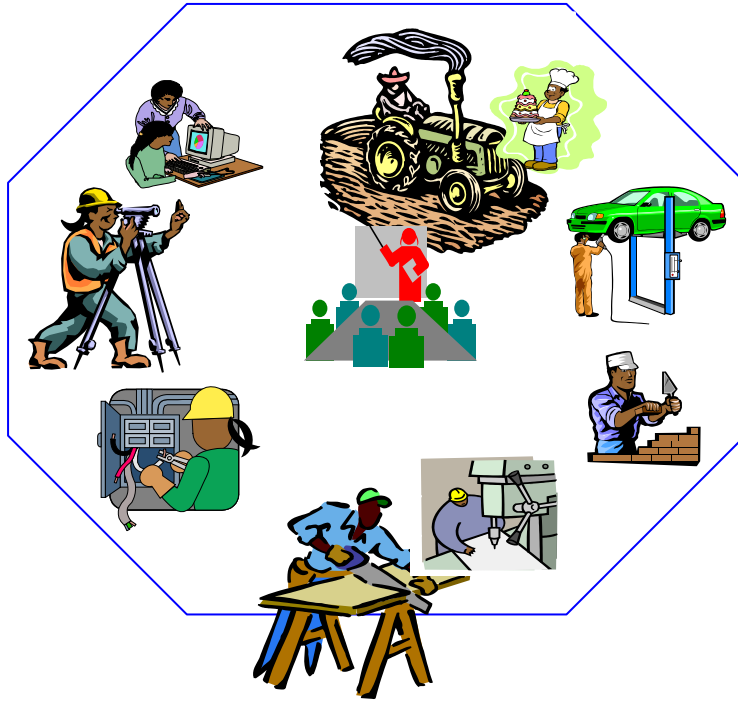




Hardware and Network Servicing Level III

Based on August, 2011, Version 3 Occupational
Standard (OS)

**Module Title: Leading Workplace
Communication**

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LG 5	LO #1 communicating information about workplace processes
Instruction sheet	
This learning guide is developed to provide you the necessary information regarding the following content coverage and topics: • Selecting appropriate communication method • Communicating multiple operations • Using question to gain extra information • Identifying correct sources of information • Selecting and organizing information • Undertaking verbal and written reporting • Maintaining communication skills This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to: Select appropriate communication method • Communicate multiple operations • Use question to gain extra information • Identify correct sources of information • Select and organizing information • Undertake verbal and written reporting • Maintain communication skills	

Learning Instructions:

Read the specific objectives of this Learning Guide.

Follow the instructions described below.

1. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
2. Accomplish the “Self-checks” which are placed following all information sheets.
3. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
4. If you earned a satisfactory evaluation proceed to “ Information sheets
5. Perform “the Learning activity performance test” which is placed following “ Information sheets” ,
6. If your performance is satisfactory proceed to the next learning guide,
7. If your performance is unsatisfactory, see your trainer for further instructions or go back to “ Information”.



Information sheet 1.1 Selecting appropriate communication method

Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization. There are many means of communication. To be an effective and valuable member of your workplace it is important that you become skilled in all the different methods of communication that are appropriate.

Workplace communication ensures that organizational objectives are achieved. Workplace communication is tremendously important to organizations because it increases productivity and efficiency. Ineffective workplace communication leads to communication gaps between employees, which causes confusion, wastes time, and reduces productivity. Misunderstandings that cause friction between people can be avoided by communicating effectively.

Selecting appropriate communication method based on work place guideline

Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization. There are many means of communication. To be an effective and valuable member of your workplace it is important that you become skilled in all the different methods of communication that are appropriate.

Nature of communication

What is communication?

Communication is the process of transferring information from a sender to a receiver with the use of a medium in which the communicated information is understood by both sender and receiver. It is a process that allows organisms to exchange information by several methods.

In its simplest form communication is the use of words to describe and convey a message or give information to another person. We communicate using language as a code to share information, ideas and feelings.

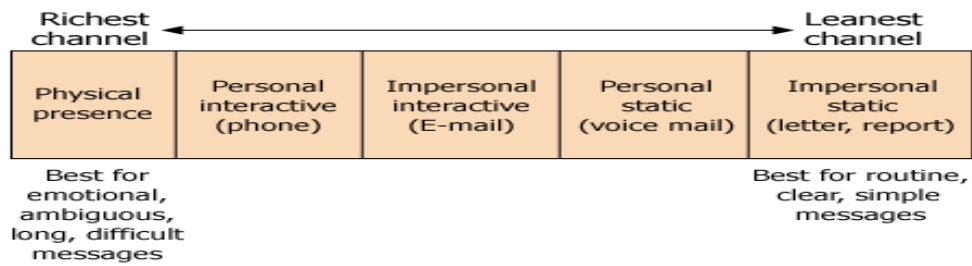


Fig.2 show communication channel

In general, consider selecting channels in the following order, from lean to rich:

- Intranet/shared drive
- Letter
- Pager
- Instant message
- Face-to-face (two people)
- Videoconference
- Fax
- Voice mail
- E-mail
- Phone call
- Teleconference
- Meeting (entire team)

Types and characteristics of communication

- Listed below are the four types of communication and their characteristics:

Spoken communication -using the spoken word to communicate

- It's fast
- It's temporary (unless recorded)
- It uses inflection (people can tell how you feel by the tone of your voice!)

Written communication-communicating in written form

- It's time consuming
- It's permanent (that's why contracts are put in writing)



- It loses the advantages of inflection (although you can use punctuation marks—they just aren't as effective in relaying tone as voice inflection)

Nonverbal communication - communicating through methods such as body motion, physical appearance, etc. (we will discuss nonverbal communication in more detail in just a minute)

Most important way in which we communicate often times done unconsciously

Has geographic and cultural overtones (in some countries, it's appropriate to shake hands when meeting someone for the first time, in other countries you simply bow, etc.)

Aural communication - listening

The ability to listen, not just hear. Hearing is purely physiological. Listening is the ability to interpret what you hear. It is important not just to emphasize what is communicated, but the form that the communication takes.



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

I. Choose the best answer (each 2 point)

1. _____ the person who passes on some information.
A. Receiver B. Sender: C. Feedback D) Churner
2. All are communication step process except
A. The sender has an idea B. The idea becomes a message
C. The message is transmitted D. All E. None
3. _____ is something/a device that is used to transmit the message
A. Feedback C. person E. Encoder B. Decoder D. Medium
4. One of the following is essential not objectives communication
A. to inform B. to motivate C. to entertain D. All E. none
5. _____ is the process of transmitting information from the sender to the receiver with an intention to create understanding between them which in turn leads to meet a given goal at last.
A. work place communication D. Dynamic Process C. Systematic and Continuous
D. none

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____

The entire process of communication begins with conceptualizing the desired message, which is then communicated to the right person. The person receiving it interprets this message, and responds to it. The concept of communication cycle has been developed for the sender and receiver of the message to work on communication, by way of feedback. Primarily, it is a structure which explains the simplest manner in which we communicate.

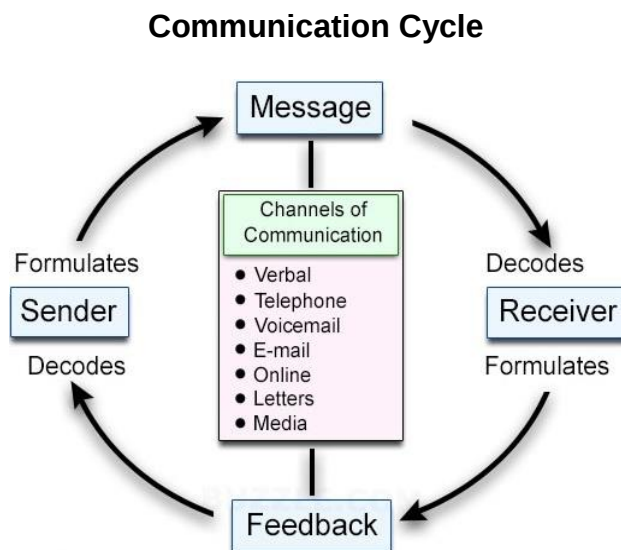


Fig. 3 communication cycle

What is involved in the communication process?

1. **Idea:** Information exists in the mind of the sender (who is the source). This can be a concept, idea, information, or feelings.
2. **Encoding:** The source initiates a message by encoding the idea (or a thought) in



words or symbols and sends it to a receiver. The message is the actual physical product from the source encoding. When we speak, the speech is the message. When we write, the writing is the message. When we gesture, the movements of our arms and the expressions of our faces are the message.

3. The **Channel**: The channel in the communication process is the medium that the sender uses to transmit the message to the receiver.

In selecting an appropriate channel, the sender must assess the following factors, as the situation demands:

- need for immediate transmission of message, (Fax instead of letter)
- need for immediate feedback, (Phone instead of fax)
- need for permanent record of the message, (Written rather than oral)
- degree of negotiation and persuasion required, (Personal meeting – face-to face)
- the destination of the message, and (Far flung area – letter only)
- the nature of the content of the message. (Has to be a contract –written)

4. **Decoding**: It is the act of understanding messages (words or symbols). This is known as Decoding. When the sound waves are translated into ideas, we are taking them out of the code they are in, hence decoding. Thus, listeners and readers are often regarded as Decoders. During the transmitting of the message, two processes will be received by the receiver.

Content and Context

Content is the actual words or symbols of the message which is known as language. Spoken and written words combined into phrases that make grammatical and semantic (meaning) sense. We all use and interpret the meanings of words differently, so even simple messages can be misunderstood. And many words have different meanings to confuse the issue even more

Context is the way the message is delivered and is known as Paralanguage - tone of voice, the look in the sender's eye's, body language, hand gestures, state of emotion (anger, fear, uncertainty, confidence).



Feedback: By two-way communication or feedback. Feedback is the check on how successful we have been, in transferring our messages as originally intended. It determines whether understanding has been achieved or not.

The purpose of feedback is to change and alter messages so the intention of the original communicator is understood by the second communicator. It includes verbal and nonverbal responses to another person's message.

The main categories of feedback. They are listed in the order in which they occur most frequently in daily conversations.

Evaluation: Making a judgment about the worth, goodness, or appropriateness of the sender's statement.

Interpretation: Paraphrasing - attempting to explain what the sender's statement means.

Support: Attempting to assist or support the sender.

Probing: Attempting to gain additional information, continue the discussion, or clarify a point.

Understanding: Attempting to discover completely what the sender means by his/her statement.

Noise: The presence of noise can result in fairly significant problems in the communication process.

Unfortunately, communication is effected by noise, which is anything – whether in the sender, the transmission, on the receiver – that hinders communication.

Effective workplace communication ensures that organizational objectives are achieved. Workplace communication is tremendously important to organizations because it increases productivity and efficiency. Ineffective workplace communication leads to communication gaps between employees, which causes confusion, wastes time, and reduces productivity. Misunderstandings that cause friction between people can be



avoided by communicating effectively. For communication to occur it must pass from a sender to a receiver. This must occur irrespective of the form of communication. For communication to be effective it must be understood by the receiver and can be responded to. This means that communication involves speaking, reading, listening, and reasoning skills. As communications pass from the source to the receiver there is plenty of opportunity for its original meaning to change.

Therefore listening, reasoning and feedback is an important part of the process as it is an opportunity for the sender to make sure the receiver has understood the message. The other consideration is the “noise” associated with the communication – what else is happening, what are the distractions, the baggage etc. Noise can have a big impact on the message the receiver decodes.

Important Effective Communication

- Workplace communication improves productivity.
- Workplace communication can increase employee job satisfaction.
- Workplace communication can have a positive effect on absenteeism and turnover rates.

How to Communicate in the Workplace

Communication in the workplace should occur in a way that responds positively to individual differences. Consider the following:

- Value all individuals and treat them with respect, courtesy and sensitivity.
- Recognize cultural differences.
- Communicate in a way to develop and maintain positive relationships, trust and confidence.

Make an effort to use basic strategies to overcome communication barriers.

The way that you communicate impacts your ability to get along with people and get the things that you want/need done. Communication, whether verbal, written or visual can be expressed in positive and negative ways. Individuals need to take feedback from how others interpret or perceive how they are communicating. Sometimes we can be perceived as aggressive even though it is not intended.



When verbally communicating:

- Speak clearly and listen carefully to ensure information is understood.
- Ask questions and confirm the meaning of information to avoid misunderstandings.
- Let others talk – a conversation is a two-way event at a minimum.
- Engage in difficult conversations when necessary – not saying something to avoid a difficult conversation usually makes things worse.
- Ensure the tone you use is open and non-confrontational and encourage feedback.
- When communicating through email (or other written communication):
 - Always read, then re-read an email before sending to check spelling, grammar and tone.
 - Ensure that the content of the email is relevant and has an appropriate subject heading.
 - Ensure that contact details are appended to the email, so that those reading it can contact the sender if required.
 - Be polite, concise, use valid points and avoid lengthy ramblings.
 - Don't cc the email to anyone to whom it is not relevant.
 - Avoid using email to discuss confidential information.

The workplace is always a professional environment. This means that each type of written communication has an expected professional standard.

- Some of the basic expectations are that all written communication:
 - ✓ Is simple and easy to understand?
 - ✓ Is to the point and avoids unnecessary repetition or
 - ✓ Avoids too many technical terms
 - ✓ Avoids slang, offensive language and discriminatory, racist or sexist language



- **How to Communicate with Clients & Customers**

A client or customer is someone you provide a service to, complete a task for, or sell a product to outside of your organization. It is important that you are polite and use verbal and non-verbal communication to respond to the client or customer requests in an appropriate manner. Miscommunication can occur in many ways and create significant problems in the workplace. What your client or customer “hears” as they listen to you can become a miscommunication based on:

- ✓ The words you are speaking being misinterpreted
- ✓ Your body language sending a message that is different from your words
- ✓ They are not listening to you properly or you are not listening to them properly.
- ✓ Here are some tips to help you communicate effectively with clients and customers:
- ✓ Speak clearly and accurately - speak at a rate your customer can understand you and provide correct information.
- ✓ Be open and non-judgmental - have an open posture; do not judge the way your customer is dressed or presents himself or herself.
- ✓ Be respectful of your customers' feelings - be professional and be aware of the words you use.
- ✓ Use the customer's name - this makes them feel special and valued.
- ✓ Unlearn your own bad habits - be aware of your own behavior, always be self assessing.
- ✓ Be aware of non-verbal messages - make sure you are displaying positive and appropriate body language at all times.
- ✓ Be interested in people - take a genuine interest in the customer's needs. This will build rapport and trust.

Ask questions and be open to feedback – ask your customers open-ended questions (not yes/no questions) to find out what they are looking for. Communicating multiple operations involving several topics area accordingly



Professionals from different backgrounds often have to work together in order to assess and meet the needs of people who use services. Multi-professional working happens when many different professionals work together. Communication will often need to be formal and carefully planned in order to avoid barriers to understanding.



Information Sheet 3. Use questions

Gathering information is a basic human activity – we use information to learn, to help us solve problems, to aid our decision making processes and to understand each other more clearly.

Questioning is the key to gaining more information and without it interpersonal communications can fail. Questioning is fundamental to successful communication - we all ask and are asked questions when engaged in conversation

We find questions and answers fascinating and entertaining – politicians, reporters, celebrities and entrepreneurs are often successful based on their questioning skills – asking the right questions at the right time and also answering (or not) appropriately.

The main reasons questions are asked in common situations

- to obtain Information- the primary function of a question is to gain information
- to help maintain control of a conversation- While you are asking questions you are in control of the conversation, assertive people are more likely to take control of conversations attempting to gain the information they need through questioning
- Express an interest in the other person- Questioning allows us to find out more about the respondent, this can be useful when attempting to build rapport and show empathy or to simply get to know the other person better
- To clarify a point -Questions are commonly used in communication to clarify something that the speaker has said. Questions used as clarification are essential in reducing misunderstanding and therefore more effective communication
- To explore the personality and or difficulties the other person may have- Questions are used to explore the feelings, beliefs, opinions, ideas and attitudes of the person being questioned. They can also be used to better understand



problems that another person maybe experiencing – like in the example of a doctor trying to diagnose a patient.

- To test knowledge - Questions are used in all sorts of quiz, test and exam situations to ascertain the knowledge of the respondent
- To encourage further thought - Questions may be used to encourage people think about something more deeply. Questions can be worded in such a way as to get the person to think about a topic in a new way.



Self-Check 3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

I. Short Answer (each 4 point)

1. Explain the difference between open ended and close ended question (4points)

2. List at least 4 main reasons questions are asked in common situations(4points)

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____



Information sheet 4. Identifying correct sources of information

Information sources

Information comes from many different sources. If it is your job to collect workplace information, you need to know where to find it so that you can collect it and pass it on promptly to the relevant people. Information sources vary from workplace to workplace. Every organization does things differently. Part of finding your way around any new workplace is learning where to find the various types of information you need.

Information sources include:

- colleagues such as team members or other staff
- individual computers
- computer networks or intranet (a private computer network inside a company or organization)
- electronic archives
- disks, tapes and other electronic storage
- paper filing systems in drawers, filing cabinets, cupboards and rolling storage shelves
- answering machines and services
- newspapers, magazines and journals, in a library, in a news agency or delivered
- mail and courier deliveries
- Notice boards.

Information can come from virtually anywhere - media, blogs, personal experiences, books, journal and magazine articles, expert opinions, encyclopedias, and web pages — and the type of information you need will change depending on the question you are trying to answer. In general, there are three types of sources of information: primary, secondary, and tertiary.



It is important to understand these types and to know what type is appropriate for your coursework prior to searching for information.

- **Primary sources** are original materials on which other research is based, including:
 - ✓ original written works – poems, diaries, court records, interviews, surveys, and original research/fieldwork, and
 - ✓ Research published in scholarly/academic journals.
- **Secondary sources** are those that describe or analyze primary sources, including:
 - ✓ reference materials – dictionaries, encyclopedias, textbooks, and
 - ✓ Books and articles that interpret, review, or synthesize original research/fieldwork.
- **Tertiary sources** are those used to organize and locate secondary and primary sources.
 - ✓ Indexes – provide citations that fully identify a work with information such as author, titles of a book, article, and/or journal, publisher and publication date, volume and issue number and page numbers.
 - ✓ Abstracts – summarize the primary or secondary sources,
 - ✓ Databases – are online indexes that usually include abstracts for each primary or secondary resource, and may also include a digital copy of the resource.



Self-Check 4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

I. Choose the best answer (each 2 point)

1. While gathering data to determine the organization business requirement you might take records of the organization like organizational policies and procedures. These kinds of information resources are considered as

A. informant sources B. primary sources Secondary sources Tertiary sources

2. _____are those that describe or analyze primary sources

A. Primary sources B. Tertiary sources

C. Secondary sources D. none

3. One of the following is not Information sources

A. Notice boards B. individual computers

C. Understanding D .mail and courier deliveries

II. Short answer

1. List at least four example primary sources of information (4%)

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____



Information sheet 5. Selecting and organizing information correctly

Collecting workplace information

Each workplace relies on the exchange of information to carry out its daily business. Information is passed from employee to employee, customer to employee, supervisor to team member, supplier to customer, and so on. Dealing effectively with information and records is necessary and important for all organizations. The quantity and variety of information kept by an organization can be huge. Information needs to be sorted into related groups so that it can be stored easily and found when needed.

An organization's success depends largely on how well it manages its information. You need to be familiar with the type of information used in your job and the way records are organized so you can collect, file, store and find information quickly and easily. Finding and using information is a large part of many jobs, so knowing how to deal with it is an important workplace skill. Being confident and efficient in this skill helps you and your organization succeed.

- **Collecting Information that meets the organization's needs**

Information is constantly received, used, stored, prepared and distributed in the workplace. Everyone is involved - it doesn't matter if you manage stock, prepare meeting agendas or collect forensic specimens. Every workplace is different and requires different types of information to keep it running smoothly, efficiently and profitably. Different businesses collect and use different types of information.

For example:

- ✓ a medical practice has records on patients, accounts and medical supplies
- ✓ a manufacturing company has customer databases, invoices and sales records
- ✓ a school or training centre has records relating to students, employees, equipment and training materials.

✓ **If you work in a sport and recreation facility, you might use:**



- Customer records
- Equipment maintenance records
- Staff rosters records
- Financial records, including daily takings, banking, invoices, accounts and petty cash records
- Staff records.
- Supplier records
- booking records
- Occupational health and safety

Every business must keep specific records for taxation purposes. This is the law. Many also keep information such as books, journals, magazines, reports and photographs. Where you find the information varies according to what you are looking for and the business tasks involved. For example, a small business may have one central paper filing system, while a large organization may have archived paper and electronic files stored away from the office. Regardless of your job role, you need to be familiar with the type of information you will be using in the workplace.

How information is organized

Records must be organized in a logical way. Filing a document or file involves classifying it, sorting it and storing it in the system. If you know how information is organized, you will be able to find it easily.

Classification systems- Each organization classifies its information in a different way. What is appropriate for one organization may not work for another.

Records can be arranged or classified according to:

- alphabetical order; for example, customer records filed under customer names
- numerical order; for example, in banks where every person has an account number



- keyword (usually a subject heading); for example, in large organizations where records are filed under particular subjects
- ✓ geographical location or region; for example, sorting property files by suburb in a real estate agency
- ✓ chronological or sequential order; for example, where email messages, meeting minutes or customer correspondence are filed according to when they are created or received - with the most recent document on top
- ✓ Subject.

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

Directions: Answer all the questions listed below. Use the Answer sheet provided spaces

I. Short answers

1 List at least three questions you need to ask yourself before you gather the information, about who the information is for and how you will organise it. Write a possible answer for each question(3 points)

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____



Information Sheet 6. Requiring verbal and written report

Verbal communication the way of exchanging information by using words which include: both the methods of speaking and written words. This type of communication is dependent on the language which is the way of prescribing the use of words that can allow people to share information between them. Verbal communication entails the use of words in delivering the intended message. The two major forms of verbal communication include written and oral communication.

Written communication includes traditional pen and paper letters and documents, typed electronic documents, e-mails, text chats, SMS and anything else conveyed through written symbols such as language. Communication forms that predominantly use written communication include handbooks, brochures, contracts, memos, press releases, formal business proposals, and the like. The effectiveness of written communication depends on the writing style, grammar, vocabulary, and clarity.

Written communication has several advantages. First, it provides a record for referral and follow-up. Second, written communication is an inexpensive means of providing identical messages to a large number of people.



Self-Check 6	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

I. Choose the best answer (each 2 point)

- Talking comes under which type of communication?
A) Verbal B) Non- verbal C) Written D) Dramatic
- Which of these has maximum reach?
A) Writing B) Listening C) Speaking D) Talking
- How is good technical writing achieved?
A) Naturally B) By practice C) Listening C) Speaking
- Which of these are to be avoided in any style of writing?
A) Truth B) Clarity C) Compassion D) Dishonesty
- When speaking on the phone, what type of communication is being used?
A. Verbal and tone of voice B. Verbal and body language
C. Verbal D. Nonverbal communication E. Face to face
- When writing a letter, what do you NOT have to help you get your message across?
E. Spell check B. Emoji's C. Body language D. Edit function E. Facial expressions
- How can a verbal report be done?
A. Face to Face or on the phone B. Face to Face only
C. To a board or panel of people D. At meetings E. All reports should be written
- Who would you NOT give a verbal report to?
A. The family of the client B. The manager of the facility
C. Other health care assistants D. Health professions E. Health and Disability Commission

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____



Information Sheet 7. Maintaining communication skills.

Communication skills are abilities you use when giving and receiving different kinds of information. Some examples include communicating ideas, feelings or what's happening around you. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications, like email and social media.

The ability to communicate effectively with superiors, colleagues, and staff is essential, no matter what industry you work in. Workers in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media. Good communication skills will help get hired, land promotions, and be a success throughout your career.

Communicating effectively in the workplace

While there are several communication skills you will use in different scenarios, there are a few ways you can be an effective communicator at work:

Be clear and concise. Making your message as easy to consume as possible reduces the chance of misunderstandings, speeds up projects and helps others quickly understand your goals. Instead of speaking in long, detailed sentences, practice reducing your message down to its core meaning.

Practice empathy. Understanding your colleague's feelings, ideas and goals can help you when communicating with them. For example, you might need help from other departments to get a project started. If they are not willing to help or have concerns, practicing empathy can help you position your message in a way that addresses their apprehension.

Assert yourself. At times, it is necessary to be assertive to reach your goals whether you are asking for a raise, seeking project opportunities or resisting an idea you don't



think will be beneficial. While presenting with confidence is an important part of the workplace, you should always be respectful in conversation. Keeping an even tone and providing sound reasons for your assertions will help others be receptive to your thoughts.

Be calm and consistent. When there is a disagreement or conflict, it can be easy to bring emotion into your communications. It is important to remain calm when communicating with others in the workplace. Be aware of your body language by not crossing your arms or rolling your eyes. Maintaining consistent body language and keeping an even tone of voice can help you reach a conclusion peacefully and productively.

Use and read body language. Body language is a key part of communications in the workplace. Pay close attention to the messages people are sending with their facial expressions and movements. You should also pay close attention to the way you might be communicating (intentionally or not) with your own body language.

Social communication refers to the way information or ideas are shared between two or more individuals. Social communication is of two types: formal and informal.

Formal social communication is when an organization or a firm organizes to communicate their plans or ideas in a casual way.

In **informal social communication** people join in a group they start their conversation in and pour their views about any subject which they might like or be interested in share their views about. Social communication basically takes place by means of social media but apart from that the face-to-face group meeting or get together is best and more effective than in social media.

Business Communication

Business Communication is any communication used to promote a product, service, or organization with the objective of making business. In business communication, message is conveyed through various channels of communication including internet,



print (publications), radio, television, outdoor, and word of mouth. In business, communication is considered core among business, interpersonal skills and etiquette.

Workplace communication

Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization. An organization may consist of employees from different parts of the society. To unite activities of all employees and restrain from any missed deadline or activity that could affect the company negatively, communication is crucial. Effective workplace communication ensures that all the organizational objectives are achieved. Effective communication, also called open communication, prevents barriers from forming among individuals within companies that might impede progress in striving to reach a common goal. Effective workplace communication is vital to company success. If management cannot communicate their wants with workers, and workers cannot communicate their needs back to management as well as amongst each other, the workforce will not be a cohesive team. To communicate effectively, understanding the steps in this information exchange process is vital. Ineffective workplace communication leads to communication gaps between employees, which causes confusion, wastes time, and reduces productivity.

Misunderstandings that cause friction between people can be avoided by effective workplace communication.

Creation

The first step in communicating a message is creating the message. This requires that the individual sending the message decide what he wants to say, and selects a medium through which to communicate this information. If the medium he selects is a written one, he must compose a concise and clear message that others can understand. If the medium is oral, he must plan out a clear spoken message.

Transmission



After a message is created, it must be transmitted. This transmission may be as simple as meeting with the intended recipient of the message and orally sharing the message, or calling the individual to communicate orally over the phone. If the message is a print one, it could include distributing a paper memo or sending an email. Often, the number of individuals that the message must reach will influence the transmission, as individuals will be less likely to use face-to-face transmission if they must share the message with a large number of people.

Reception

After transmitting the message, the communication duties change hands and fall upon the receiver of the message. This individual must obtain the message either from the written format the sender selected or by listening carefully as the message is delivered orally.

Translation

Once receiving the message, the recipient must translate the message into terms that she can easily understand. To do this, she must listen to or read the message in question and paraphrase it within her head, turning the potentially complex contents of the message into more manageable and meaningful components.

Response

Communication is a two-way street and response is often necessary. Message recipients take the lead in concluding the communication process by crafting a response to the message. This response may be verbal and immediate, which would commonly be the case if the communication is face-to-face. It may also be a written response that either expands upon the message or simply indicates receipt of the message in question

Determining Method of communication

Different people absorb information in different ways. To make sure that the information conveyed is understood by all, the method used for communication must be simple,



clear, and precise. When presenting vital information, using pictures will make way for easy understanding. The presence of trust inside a corporation will also simplify the use of communication. To achieve healthy relationships in the workplace, behaviors such as bullying, taking credit for someone else's work and free riding should be avoided. These will create toxic relationships that will, in the long run, impact negatively a company and the productivity. Preferring two-way communication is considered best for communicating. Adequate importance can be given for discussion, questions and clarifications.

Content

The content of the information plays a major role in workplace communication. The level of detail must be according to the grasping capacity of the audience. Giving too much detail may get the audience bored and too little detail won't make them involved. Use of jargon while communicating is not considered good for effective workplace communication.

Frequency

While formal workplace communication that is done too rarely or too often is not good for an organization, frequent informal workplace communication has its benefits. A perfect balance is required for the proper functioning of an organization. Information must be communicated as and when required rather than holding unnecessary meetings frequently. At the same time crucial information must not be held till the last hour or day, instead they must be communicated early to engage employees in the objectives of the organization.

Skills

Getting the message across efficiently depends on the skills of the communicator such as presentation skills, group facilitation skills, negotiation and written communication skills. Successful communication also depends upon the capacity of the employees to understand the information.

When selecting a candidate, most employers seek for those who have strong speaking and writing skills. Problem solving and self- motivation are also highly necessary skills among the workplace. These allow rapidly changing environments to become less of a challenge.

Tools

With the fast evolution of technology, companies have to stay up to date with communication tools that facilitate the workplace communication. Some of these include email, blogs, instant messaging and even social media sites such as Twitter and Face book. It is important to keep in mind that sending an email, a fax or a letter does not necessarily mean that communication has taken place. Only when a message has been sent, received and understood by the intended receiver, it can be said that communication has occurred.

Barriers

Common barriers to effective communication at workplace:

Physical barriers: Physical structure, location and construction of the workplace acts as a barrier to effective communication. Employees seated remotely from each other hinders effective interaction.

Language barriers: Employees with different native languages will be working in an organization. As everyone in organization are not comfortable with native language of the other person, language acts as a barrier for effective workplace communication.

Cultural barriers: Employees from different cultures, following different practices will be working in an organization. This cultural diversity among the employees can act as barrier for effective communication at workplace.

Emotional barriers: Emotional barriers like fear, inferiority, shyness, lack of self confidence and skills will stop an employee in communicating effectively with his colleagues.



Perception barriers: Employees will have different experiences, values, preferences and attitudes. These may lead to a variety of assumptions and can act as a communication barrier.

Methods of Communication

The standard methods of communication are speaking or writing by a sender and listening or reading the receiver. Most communication is oral, with one party speaking and others listening. However, some forms of communication do not directly involve spoken or written language.

Although technology such as e-mail has lessened the importance of nonverbal communication, the majority of organizational communication still takes place through face-to-face interaction. Every verbal message comes with a nonverbal component. Receivers interpret messages by taking in meaning from everything available. When nonverbal cues are consistent with verbal messages, they act to reinforce the messages. But when these verbal and nonverbal messages are inconsistent, they create confusion for the receiver.

Verbal communication entails the use of words in delivering the intended message. The two major forms of verbal communication include written and oral communication.

Nonverbal communication- entails communicating by sending and receiving wordless messages. It consists of actions, gestures, and other aspects of physical appearance that, combined with facial expressions (such as smiling or frowning), can be powerful means of transmitting messages. At times, a person's body may be “talking” even as he or she maintains silence. A mixed message occurs when a person's words communicate one message, while nonverbally, he or she is communicating something else.

Written communication includes traditional pen and paper letters and documents, typed electronic documents, e-mails, text chats, SMS and anything else conveyed



through written symbols such as language. This type of communication is indispensable for formal business communications and issuing legal instructions.

Communication forms that predominantly use written communication include handbooks, brochures, contracts, memos, press releases, formal business proposals, and the like. The effectiveness of written communication depends on the writing style, grammar, vocabulary, and clarity.

Written communication has several advantages. First, it provides a record for referral and follow-up. Second, written communication is an inexpensive means of providing identical messages to a large number of people.

The major limitation of written communication is that the sender does not know how or if the communication is received unless a reply is required.

Unfortunately, writing skills are often difficult to develop, and many individuals have problems writing simple, clear, and direct documents.

Managers must be able to write clearly. The ability to prepare letters, memos, sales reports, and other written documents may spell the difference between success and failure.

- **The following are some guidelines for effective written communication:**

- ✓ Use the plan, organize, write, edit, and revise each message:
 - ✓ Draft the message with the readers in mind
 - ✓ Give the message a concise title and use subheadings where appropriate
 - ✓ Use simple words and short, clear, sentences and paragraphs
 - ✓ Back up opinions with facts
 - ✓ Avoid “flowery” language, euphemisms, and trite expressions
 - ✓ Summarize main points at the end and let the reader know what he must do next
- Bottom of Form



- ✓ Offer feedback as soon after the action as possible Ask questions to ensure understanding of the feedback
- ✓ Direct negative feedback toward behavior that the recipient can control



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

I. Choose the best answer (each 2 point)

1 Why are there rules about how to communicate?

- A. There are no rules about how to communicate
- B. your workplace is just making sure it has full control over you
- C. It is to make sure everyone understands each other
- D. Your workplace is obliged to have a policy because of OSH
- E. Some people are not very good at communicating

2. What needs to be complete for there to have been effective communication?

- A. The persons sentence B The documentation
- C. Both the sending and receiving of the message D The task that was asked of the person
- E An agreement

3. How can a person correctly communicate?

- A. Speaking B. Text message C. Email D. Phone E. All of the above

4 Which of the following is NOT a reason to use minimal encouragers?

- A. Show you are listening B. Encourage your client C. So you don't interrupt
- D. Avoid answering a question E. Show you understand

5. When speaking on the phone, what type of communication is being used?

- A. Verbal and tone of voice B. Verbal and body language
- C. Verbal D. Nonverbal communication E. Face to face

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____



LG 6	LO# 2 Lead workplace discussion
Instruction sheet	
This learning guide is developed to provide you the necessary information regarding the following content coverage and topics: • Seeking response to workplace issues • providing workplace response issues • Making Constructive contributions to workplace • Communicating Goals/objectives and action plans This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to: • Seeking response to workplace issues • providing workplace response issues • Making Constructive contributions to workplace • Communicating Goals/objectives and action plans	
Learning Instructions:	

Read the specific objectives of this Learning Guide.

Follow the instructions described below.

1. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
2. Accomplish the “Self-checks” which are placed following all information sheets.
3. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
4. If you earned a satisfactory evaluation proceed
5. Perform “the Learning activity performance test” which is placed following
6. If your performance is satisfactory proceed to the next learning guide,
7. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Information Sheets”.



Information sheet 1. Seeking response to workplace issues

The workplace is the physical location where someone works. Such a place can range from a home office to a large office building or factory. The workplace is one of the most important social spaces other than the home, constituting "a central concept for several entities: the worker and his/her family, the employing organization, the customers of the organization, and the society as a whole

Workplace Issues

Toxic workplace, a toxic employee is a worker who is motivated by personal gain (power, money, or special status), uses unethical, mean-spirited and sometimes illegal means to manipulate and annoy those around them; and whose motives are to maintain or increase power, money or special status or divert attention away from their performance shortfalls and misdeeds.

Workplace aggression is a specific type of aggression, which occurs in the workplace. Workplace aggression can include a wide range of behaviors, ranging from verbal acts (e.g., spreading rumors) to physical attacks (e.g., assault/shin-kicking).

Workplace conflict is a specific type of conflict that occurs in workplaces. Conflicts can be due to personality clash (relationship conflict) or differences of opinion about tasks (task conflict).

Workplace democracy is the application of democracy in all its forms (including voting systems, debates, democratic structuring, due process, adversarial process, systems of appeal) to the workplace

Workplace deviance, in group psychology, may be described as the deliberate (or intentional) desire to cause harm to an organization – more specifically, a workplace.

Employment discrimination is a form of discrimination based on race, sex, religion, national origin, physical disability, and age by employers



Workplace gossip: Idle talk or rumor, especially about the personal or private affairs of others.

Communicates constructively

Teams need people who speak up and express their thoughts and ideas clearly, directly, honestly, and with respect for others and for the work of the team. That's what it means to communicate constructively. Such a team member does not shy away from making a point but makes it in the best way possible in a positive, confident, and respectful manner.

Ways to Communicate Effectively in the Workplace

Open Meeting- It is easier to communicate your passion and how you feel to your team via open meetings. In this kind of forum, they will not only hear what you are saying, they will also see and feel it. This approach still remains one of the best approaches to communicate effectively with a team.

Emails In official settings, communication via email remains potent. It will enable you to pass messages to members of your team without pulling them out of their work stations.

One on One Experts have been able to prove that some people understand better when you take them aside and talk to them on a one-on-one basis. Ensure that you maintain eye contact with them to enable the message to sink in.

Use Presentations - Some people grasp messages easily when pictures and sounds are involved. Using presentations like Microsoft Power Point to communicate with your team will give them the opportunity to refer back to it if they aren't clear about certain things.

Communication via Training your training should be tailored towards communicating certain information to your team members. Most employees take training serious, especially when it's part of their appraisal.



Display Confidence and Seriousness

Ensure that you display confidence and seriousness to ensure that you will not be taken for granted. When your team members notice any uncertainty and lack of seriousness when you're communicating with them, they are likely to treat the information with disdain or disregard.

Use simple words the truth is that everybody cannot be on same page when it comes to vocabulary. Therefore, to be effective in your communications with your team members, use words that can be easily understood. When ambiguous words are used, you can be misunderstood and/or waste precious time having to explain yourself.

Use visuals Place visuals at strategic positions around the work stations of your team. They should not just hear the message, they should also see it. This gives room for better comprehension.

Listen to your team members Communication is intended to be a two way street. Don't just talk because you are the leader without listening to anyone else. Encourage them to open up so you can be well guided when communicating in the future with them. Use body Language your body language will pass your message faster and better. Master the art of using body language when communicating with your team. Stand/sit up straight, use smiles, handshakes and eye contact.

Use the appropriate tone of voice

One word can mean a different thing when said in a different tone of voice. Make sure you use the appropriate tone of voice to communicate your message to your team so that you won't be misunderstood and discourage or demotivate members or cause them to shut down completely out of fear.

Avoid unnecessary repetition if you want your team members to take you serious, never sound like a broken record and don't beat a dead horse. Tell your team members what you want them to know or do and ask them if they are clear about it. If they are not, only then do you repeat what you have said.



Create a Receptive Atmosphere to effectively communicate with your team, you must create a receptive atmosphere. Avoid a tense environment at all costs because when you communicate in an overly intense manner, the message you are trying to share might not be well understood or retained.

Be humorous Using friendly jokes when communicating with your team members will help pass your message along in a more relaxed way. This method of communication has been proven to be a highly effective way of dousing tension. When the atmosphere is unfriendly and intense, being humorous does the trick

Be articulate Communication is indeed a skill that must be learned by all, especially if you want to lead any group of people. Being articulate when you communicate to your team members makes it easier for them to understand your message.

Avoid mumbling your team members should be able to hear you clearly. When communicating with them, try as much as possible to speak clearly and not mumble words. When you mumble words or speak too quickly, you may assume that they are clear on the subject. But the truth is, they might not be. It also shows a lack of confidence on your part.

Encourage feedback don't just talk and walk away. Give room for feedback so that you can measure the effectiveness of your style of communication. It will also afford you the privilege of knowing if your message was well understood.

Gesticulate Use your hands to demonstrate your message. Make hand motions and signals to establish the seriousness of your subject matter when communicating with your team members. This shows that you understand what you are trying to relay to them. Just don't let your body movement become too exaggerated and intense.

Be appreciative after every communication session, via whatever means you have decided, always remember to thank your listeners for their time. Remember that the point of working as a team is to share ideas and boost productivity. When communication is hampered, it can sidetrack the entire effort.



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

I. Choose the best answer (each 2 point)

1. What is a good way to continue the communication?

- A. Make good eye contact B. Active listening C. Nod while they make a point
D. Ask questions D. Do not interrupt

II. Short answers

2. Write four Ways of effective communication in the Workplace (3points)

III. Instruction: Write True or False beside the following statements to indicate whether each statement is correct or incorrect. (1point each)

1. Television news is an example of face-to-face communication. _____
2. Effective communication happens when both the sender and the receiver have the same understanding of the same message. _____
3. The phrase “making eye contact” means staring fixedly in the speaker’s eyes. _____

Note: Satisfactory rating 100%

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



Information Sheet 2. Providing workplace response issues

Workplace communication is the process of exchanging information and ideas, both verbal and non-verbal between one person/group and another person/group within an organization. Effective **communication** is critical in getting the job done, as well as building a sense of trust and increasing the productivity of employees.

How to Facilitate Constructive workplace Discussions

1. Understand the role of the facilitator

- Stay neutral- Your role is to create the process and conditions that enable a group to discuss, plan, decide, learn, or grow. Conduct the discussion without trying to direct the group to a particular outcome.
- Achieve learning objectives. Instructors need not be as neutral as facilitators, but you should strive to bring out the voices in the group, saving "teaching" behaviors until the group has explored the subject.
- If you must participate, change hats by letting the group know that you are shifting roles and will participate briefly. Do this only if you are actually a member of the group.

2. Provide structure to the discussion-

- Decide on a process for the discussion, either independently or with your client.
- Begin with some form of ice breaker. This helps participants get involved immediately to address the issues at hand.
 - o **Example**—Respond to a question:
 - o What have we learned since last time?
 - o What unfinished business do we have?
 - o Tell us something about you that we probably don't expect.
 - o If you were in charge of this project, where would you start?

Structure the discussion, rather than allowing a free-for-all, to ensure greater participation.



- Small group discussions: Break big groups (more than eight) into smaller groups to discuss and then report about the subject. Using smaller groups ensures greater participation.

3. Guide the discussion-

- Focus on group process. Is the group repeating itself? Are all members who wish to participating? Is the discussion staying on track and on time?
- Explain what you see happening, and ask participants to confirm if their experience is the same. Be factual and specific. Avoid blaming or criticizing individuals.
- Summarize what is being said.

In a low-level summary, you simply to say back to the group what it said.

Example: "So Bill agrees with Michelle that this suggestion would be too costly."

In a high-level summary, you tell the group what you think their discussion means.

Example: "So Bill, it sounds like you are concerned about what this decision ultimately means for the future of this project. Is that right?" **Note:** Following a high-level summary, confirm your interpretation with the speaker(s).

- Ask questions to open up discussion, to help the group to decide whether their process is working, or to think about new directions.
 - Closed-ended questions (yes/no or factual) are useful for summarizing or reality checks, but they don't elicit much input.
 - Open-ended questions (how, what, why, tell me, describe) draw people out. If your discussion isn't getting off the ground, try an open-ended question.

4 Record the discussion

Record the discussion in a way visible to the group. Use flip charts, overhead transparencies, or meeting software projected onto a screen by the facilitator or a helper.

- This is not the same as taking minutes, though you may use the recorded discussion to supplement the minutes.



- Having the discussion visible helps the group to see the progress it's making and to refer back to earlier comments.
- Whenever possible, use the speaker's own words, and be sure to record everyone's comments to avoid creating tension and resistance.

Ensure productive group behaviors

- Have agreements about starting on time, coming prepared, and working toward consensus. Refer to the agreements when necessary to get the group back on track.
- Include everyone. Be sure all members have an opportunity to be heard.
- Look for common ground.
- Deal with conflict by talking about the facts.

Examples:

- "It sounds like we have a difference of opinion here."
 - "Let's hear from both points of view, and continue until both sides agree they have been understood."
 - "What do we know about the situation?"
 - "What concerns do people have?"
 - "How does the current situation affect your ability to make this decision?"
- Ask for feedback so you know whether you are helping the group achieve its goals.

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

Directions: Answer all the questions listed below. Use the Answer sheet provided spaces.

2. Write least four thing when to Facilitate Constructive workplace Discussions
(4points)

2. Define Workplace communication

Note: Satisfactory rating 100%

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

Information sheet 3. Making Constructive contributions to workplace

Developing a communication plan can help focus your message and reach your target audience. A plan can also influence the efficiency and simplicity of your communication methods. Planning is a way to organize actions that will lead to the fulfillment of a goal. Communication is an ongoing activity for any organization that serves, depends upon, or is in any way connected with the community. The purpose, audience, message, and channels may change, but the need to maintain relationships with the media and with key people in the community remain. As a result, an essential part of any communication plan is to continue using and revising your plan, based on your experience, throughout the existence of your organization.

- **Importance of developing a for communication**

- ✓ A plan will make it possible to target your communication accurately. It gives you a structure to determine whom you need to reach and how.
- ✓ A plan can be long-term, helping you map out how to raise your profile and refine your image in the community over time.
- ✓ A plan will make your communication efforts more efficient, effective, and lasting.
- ✓ A plan makes everything easier. If you spend some time planning at the beginning of an effort, you can save a great deal of time later on, because you know what you should be doing at any point in the process.

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

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

Spaces

I. Choose the best answer (each 2 point)

1. One of the is **not** Importance of developing a for communication

- A. A plan will make it impossible to target your communication accurately
- B. A plan will make your communication efforts more efficient, effective, and lasting.
- C. A plan will make your communication efforts more efficient, effective, and lasting
- D. And C

2. developing a communication plan can help focus your message and reach your target audience

- A. guide B. Communication C. plan D. none

Note: Satisfactory rating 100%

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

Score = _____

Rating: _____

Information Sheet 4. Communicating Goals/objectives and action

Goals and Objectives of Communication

Define what you expect to achieve by communicating. This could be any number of things and is dependent on what your project will accomplish. Generally, these should be focused on educating and updating anyone impacted by the project. Here are a few ideas:

- Increase knowledge about the project and why it's important
- Create a dialogue among employees and key stakeholders to gain acceptance of the project
- Provide opportunities for feedback from stakeholder groups

Establishing a specific goal enables you to clearly define the expectations for the project. The more precise you are, the more effective your communications plan will be. Specifying your intended end results will also ensure that all team members are on the same page. But what exact details should you include in your specific goals?

- Here are a few things you should focus on:
 - ✓ Who to communicate with
 - ✓ What to communicate
 - ✓ Where and How to communicate
 - ✓ When to communicate, and why
 - ✓ Target stakeholders for each message-type
 - ✓ Channels for each message
 - ✓ Timeframe for each communication (daily/weekly/monthly)
 - ✓ Communication Action Plan

The purpose of the Communication Action Plan is to assess, develop and implement an internal and external corporate communications plan that will maximize brand equity, performance and awareness in line with your company's mission, vision and values. It

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outlines specific communication goals and objectives and provides implementation action plans, budgets and timetables. Our overall project goal is to develop an innovative communication plan that will focus on the informational needs and interests of key stakeholders, increase frequency and consistency of communication to key stakeholders, and provide structure and solid guidance on your communication needs.

A Communication Action Plan is an in-depth process with our professional team of specialists. Our proven methodology begins with research, and leads to results; your customized document will include:

Development of mission, vision, and values (brand identity) and unique differentiation qualities to all key stakeholders

Communication strategies and objectives including both *external* and *internal*

Evaluation and measurement control

A comprehensive multi-media campaign to educate the public and increase awareness

Interactive plan for leveraging brand awareness online

Documentation prepared during the planning stage is very specific and includes:

- Tactics (Exactly what is being done).
- Completion date (Timetable).
- Responsible party (Who is doing the work).
- Budget (How much does it cost).
- Status (Where are we now).

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

Directions: Answer all the questions listed below. Use the Answer sheet provided Spaces

I. short Answers

1. List at least four objective of communication **(4points)**

2. Write 4 things you should focus when to construct specific goal of communication

Note: Satisfactory rating 100%

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

Score = _____

Rating: _____

LG# 7	LO# 3 Identify and communicate issues arising in the workplace
Instruction sheet	
This learning guide is developed to provide you the necessary information regarding the following content coverage and topics: • Identifying issues and problem. • Organizing information regarding problems and issues • Initiating dialogue • Raising communication problems and issues This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to: • Identify issues and problem. • Organize information regarding problems and issues • Initiate dialogue • Raise communication problems and issues	
Learning Instructions:	
Read the specific objectives of this Learning Guide. 1. Follow the instructions described below. 2. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 3. Accomplish the “Self-checks” which are placed following all information sheets. 4. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 5. If you earned a satisfactory evaluation proceed to “Operation sheets	



Information sheet Identifying issues and problem

Identifying issues and problems as they arise

Good communication practices are at the heart of every successful business. Without successful internal communications, work processes slow down or grind to a halt and customers are not served properly. Identifying the specific breakdowns in communication at your workplace helps you correct the issues to get employees to communicate effectively.

Observe the communications that take place in your workplace to figure out what is going wrong.

Lack of Standards

Without communication standards in the workplace, you lack consistency on how and when employees communicate. Establish a communication policy to standardize the methods used for communicating with both colleagues and customers. Avoid relying too heavily on one type of communication. For example, using only verbal communication makes tracking conversations and information difficult.

Communication Barriers

Differences in background or experience cause barriers between some employees. Without some common ground, employees may find relating to or understanding what other staff members are talking about difficult. Cultural differences may also cause difficulties in non-verbal communications, causing mixed messages.

Mixing Work and Personal Communications

Some employees tend to mix personal lives into the workplace communications. Personal communications detract from the professionalism in the office, which sometimes leads to gossip in the workplace, leading to decreased morale or even accusations of harassment.



Misinterpretations and Assumptions

Communication is open to interpretation and is sometimes interpreted incorrectly. People often make assumptions based on the information they hear or read, whether or not they hear or read it correctly. Nonverbal cues also lead people to make assumptions that can impede communication. For example, an employee who avoids eye contact may cause others to assume she is hiding something when she may simply feel inferior or shy.

Poor Listening Skills

Sharing information is only part of the communication process. Strong listening skills are essential to effectively communicating and understanding the message being shared. Employees who fail to listen or who don't know how to actively listen to their colleagues are likely to miss information or not know what is going on.

Lack of Factual Communication

Factually-based communication is essential to effective communication in the workplace. If employees communicate false information or share information they aren't sure about, they are likely to cause delays in task completion. Managers who share false information or share information without verifying it first are likely to upset the employees.

Failure to Disperse Communications

Dispersing workplace communications often relies on a chain of employees sharing the information with others. In some cases, the relay of information is interrupted, leaving certain employees out of the loop. The breakdown in communication may lead to wasted time, missed meetings, duplication of work, or other disruptions of the work flow.

Privacy

Very little communication is actually private, especially in a workplace environment. Verbal communication is easily overheard by others in the office. Email messages and



instant messaging on the computer are susceptible to hacking. Other employees may read over your shoulder and see confidential communications. Leaked confidential information creates a liability issue and may hurt business.

Attitude

Negative attitudes interfere with the communication process in the workplace. In some cases, two employees may dislike one another or distrust each other, creating a wall between the two when they try to communicate. Other employees simply take an indifferent attitude toward work in general, causing them to not care about what is said during normal workplace communication.

Lack of Follow Through

Once information is dispersed in the office environment, specific actions take place based on the communications. For example, after a meeting to discuss the direction of a project, the attendees' likely need to complete tasks based on what you discussed in the meeting.



Self-Check 1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided
Spaces

I. Say if the statement is correct False if the statement is incorrect

1. Sharing information is only part of the communication process_____
2. Factually-based communication is not essential to effective communication in the workplace_____

II. B (2points)

1. What is listening well called?

- A. Correct listening B. Passive listening C. Active listening
D. Total listening E. Complete listening

2. What is the term used when you are checking that you understand what has been
communicated?

- A. Paraphrasing B. Reflecting Back C. Active listening D. a and b E. b
and c

3. You check you have understood what the person is saying?

- A. Ask a few more questions B. Use paraphrasing C. Repeat back word for
word
D. You will know if you don't do what is required correctly
D. Get them to repeat what they have said

Note: Satisfactory rating 100%

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

Score = _____
Rating: _____



Information Sheet 2. Organizing information regarding problems and issues

Communication in the workplace should occur in a way that responds positively to individual differences. Consider the following:

- Value all individuals and treat them with respect, courtesy and sensitivity.
- Recognize cultural differences.
- Communicate in a way to develop and maintain positive relationships, trust and confidence.
- Make an effort to use basic strategies to overcome communication barriers.

The way that you communicate impacts your ability to get along with people and get the things that you want/need done. Communication, whether verbal, written or visual can be expressed in positive and negative ways. Individuals need to take feedback from how others interpret or perceive how they are communicating. Sometimes we can be perceived as aggressive even though it is not intended.

When verbally communicating:

- Speak clearly and listen carefully to ensure information is understood.
- Ask questions and confirm the meaning of information to avoid misunderstandings.
- Let others talk – a conversation is a two-way event at a minimum.
- Engage in difficult conversations when necessary – not saying something to avoid a difficult conversation usually makes things worse.
- Ensure the tone you use is open and non-confrontational and encourage feedback.
- When communicating through email (or other written communication):



- Always read, then re-read an email before sending to check spelling, grammar and tone.
- Ensure that the content of the email is relevant and has an appropriate subject heading.
- Ensure that contact details are appended to the email, so that those reading it can contact the sender if required.
- Be polite, concise, use valid points and avoid lengthy ramblings.
- Don't cc the email to anyone to whom it is not relevant.
- Avoid using email to discuss confidential information.
- The workplace is always a professional environment. This means that each type of written communication has an expected professional standard. Some of the basic expectations are that all written communication:
 - Is simple and easy to understand
 - Is to the point and avoids unnecessary repetition or sentence "sprawl" (long rambling sentences).
 - Avoids too many technical terms
 - Avoids slang, offensive language and discriminatory, racist or sexist language

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

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

Spaces

i. short answers

1. List at least five things to conceder during verbal communication (5points)

3. Explain verbal communication with examples

Note: Satisfactory rating 100%

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

Score = _____

Rating: _____



Information Sheet 3. Initiating dialogue

A staff or personnel are someone you provide a service to, complete a task for, or sell a product to outside of your organization. It is important that you are polite and use verbal and non-verbal communication to respond to the client or customer requests in an appropriate manner. Miscommunication can occur in many ways and create significant problems in the workplace. What your client or customer “hears” as they listen to you can become a miscommunication based on:

- The words you are speaking being misinterpreted.
- Your body language sending a message that is different from your words
- They are not listening to you properly or you are not listening to them properly.

Here are some tips to help you communicate effectively with staff or personnel:

- Speak clearly and accurately - speak at a rate your customer can understand you and provide correct information.
- Be open and non-judgmental - have an open posture; do not judge the way your customer is dressed or presents himself or herself.
- Be respectful of your customers' feelings - be professional and be aware of the words you use.
- Use the customer's name - this makes them feel special and valued.
- Unlearn your own bad habits - be aware of your own behavior, always be self-assessing
- Be aware of non-verbal messages - make sure you are displaying positive and appropriate body language at all times.
- Be interested in people - take a genuine interest in the customer's needs. This will build rapport and trust.
- Ask questions and be open to feedback – ask your customers open-ended questions (not yes/no questions) to find out what they are looking for.

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

Directions: Answer all the questions listed below. Use the Answer sheet provided Spaces

i. short answers

1. Write at least 4 things to consider during writing dialogue fiction (points)

Note: Satisfactory rating 100% points

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

Score = _____

Rating: _____



Information Sheet 4. Raising communication problems and issues

Communication problems in the workplace can have a negative impact on morale, productivity and interdepartmental working relationships. When left unchecked, ongoing communication problems can potentially cut into profits, increase turnover and lead to mistakes that negatively impact the company's public image. Recognizing and addressing common issues can smooth over problems before they get out of hand. Watch for common workplace communication problems and resolve them quickly.

Communication in the workplace is imperative in a leadership role. Good communication is what separates a poor leader from an exceptional one. Having effective communication skills is the key to good leadership.

When you communicate well with your team, it helps eliminate misunderstandings and can encourage a healthy and peaceful work environment. Efficient and open communication with your team will also let you get work done quickly and professionally. The moment you get the lines of communication open with your team, the process of carrying out tasks and projects will most likely go by smoothly. Plus you will be surprised how meeting targets will become a whole lot easier.

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

Directions: Answer all the questions listed below. Use the Answer sheet provided
Spaces

I. Choose the correct answer from the alternative given (2points)

1. _____ are problems arising from expression.

- A) Cultural barriers B) Semantic problems
C) Wrong assumptions D) Selecting perception

2. Which of these should not be avoided for effective communication?

- A) Noise B) Planning C) Semantic problems D) Wrong assumption

3. In which of these problems, is the actual message lost in the abundance of transmitted information?

- A) Selecting perception B) Over communication C) Under communication D)
Filtering

4. Which of these is not a commandment of effective communication?

- A) Clarity in language B) Listen poorly
C) Home communication skills D) Adequate medium

Note: Satisfactory rating 100%

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



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LO1: Answer key

Self-check 1

1. B
2. E
3. D
4. E
5. A

Self-check 2

1. D
2. B
3. E
4. D
5. E

Self-check 3

1. _____

Self-check 4

1. B
2. C
3. C

II. 1 _____

Self-check 5 _____



Self-check 6

1. A
2. A
3. B
4. D
5. A
6. E
7. E

Self-check

1. C
2. C
3. D
4. D
5. A

Answer keys:

LO2:

Self-check 1

I

1. D

II. _____

III.

1. False

2. True

3. True

Self-check 2

Self check3

1. A

2. C

Self-check 4

Answer keys:

LO3:

SELF-CHECK 1

i. Say if the statement is correct False if the statement is incorrect

1. False

2. False

ii. Choose the correct answer from the alternative given

1. C

2. D

3. **B**

SELF-CHECK 2

i. short answers

SELF-CHECK 3

i. short answers

SELF-CHECK 4

1. C

2. B

3. B

4. B

