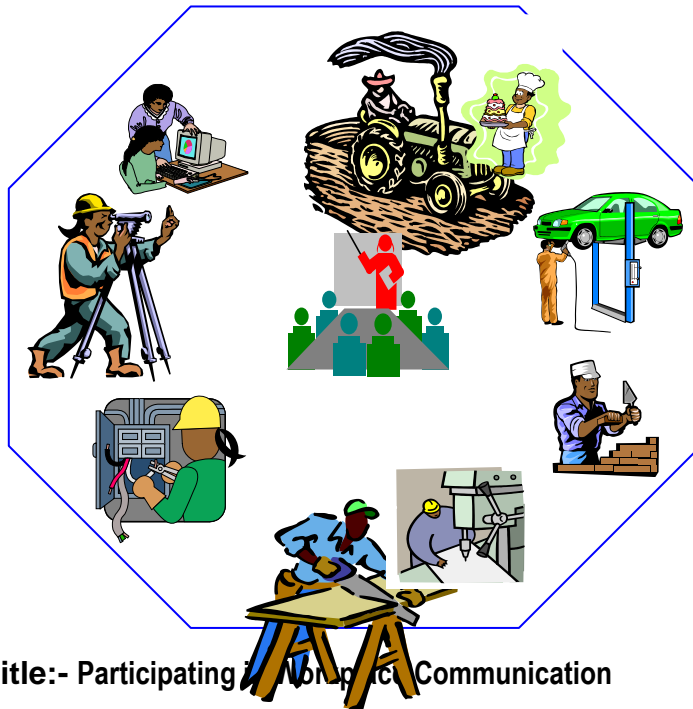


Basic Footwear Production Level II

Based on Nov, 2019, V5 OS and Feb, 2020 V1 Curriculum



Module Title:- Participating in Non-pec Communication

LG Code: IND BFP2 MO12 LO(1-3) LG(4-6)

TTLM Code: IND BFP2 TTLM 2020v1

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instruction

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

LO.1 Obtain and convey workplace information

- 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:

- Assess specific and relevant information from appropriate sources
- Gather and convey effective questioning , active listening and speaking information skills
- Use appropriate medium to transfer information and ideas
- Use appropriate non- verbal communication
- Identify and follow appropriate lines of communication with coach and colleagues
- Use defined workplace procedures for the location and storage of information

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- Carry out personal interaction clearly and concisely

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets 1”.
3. Accomplish the “Self-check 1” in page 17. Request the key answer / key to correction from your teacher or you can request your teacher to check it for you.
4. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Information Sheets 1.
5. Read the information written in the “Information Sheet 2”.
6. Accomplish the “Self-check 2” in page 35. Again you can request the key answer / key to correction from your teacher or you can request your teacher to check it for you.
7. If you earned a satisfactory evaluation proceed to “Information Sheet 3”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Information Sheet 2.
8. Read the information written in the “Information Sheet 3”.
9. Accomplish the “Self-check 3” in page 61. Request the key answer / key to correction from your teacher or you can request your teacher to check it for you.
10. If you earned a satisfactory evaluation proceed to “Information Sheet 4”. However,

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if your rating is unsatisfactory, see your teacher for further instructions or go back to Information Sheet 3.

11. Read the information written in the “Information Sheet 4”.

12. Accomplish the “Self-check 4” in page 76. Request the key answer / key to correction from your teacher or you can request your teacher to check it for you.

13. If you earned a satisfactory evaluation proceed to “Information Sheet 5”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Information Sheet 4.

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Information Sheet-1	Accessing information from appropriate sources.
----------------------------	--

Introduction

Workplace communication

- **What is workplace mean?** Any or all places where people are employed and a person's place of employment.
- **What is Communication mean?** Communication is the process of exchanging or sharing information, ideas from one person to another.
- **What is Information Mean?** Information is any useful data or knowledge

Purpose/ Function/ uses of Communication

- A. For instruction:** The instructive function unvarying and importantly deals with the commanding nature. It is more or less of directive nature.
- B. For integration:** It is consolidated function under which integration of activities is endeavoured. The integration function of communication mainly involves bringing about inter-relationship among the various functions of the business organization.
- C. For information:** The purposes or function of communication in an organization is to inform the individual or group about the particular task or company policies and procedures etc.
- D. For evaluation:** Examination of activities to form an idea or judgment of the worth of task is achieved through communication.
- E. For direction:** Communication is necessary to issue directions by the top management or manager to the lower level. Employee can perform better when he is directed by his senior.

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F. For teaching: The importance of personal safety on the job has been greatly recognized. A complete communication process is required to teach and educate workers about personal safety on the jobs.

G. For influencing: A complete communication process is necessary in influencing others or being influenced. The individual having potential to influence others can easily persuade others.

H. For image building: A business enterprise cannot isolate from the rest of the society. There is interrelationship and interdependence between the society and an enterprise operating in the society.

I. For employees orientation: When a new employee enter into the organization at that time he or she will be unknown to the organization programs, policies, culture etc

Source of Information

➤ Information may be in the form of spoken or written words, pictures, gestures, symbols and (for an interesting few) telepathic messages from a variety of intriguing sources.

➤ There are various sources of information depending upon the nature and the flow of information. From the business perspectives, internal sources of information in a company are those which have a direct involvement in the company and the external stakeholders, which have the interest in the company.

Examples of **internal source of information** in a company include:--

- Team members
(Employees)
- Management
- Trade Personnel

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Internal auditor

Examples of **external source of information** in a company include:-



Suppliers



Local government



Industry body



Advertising agencies



News agents

1.1

Team members

(Employees):- the opinion, idea and suggestions of team members or employees and management are one of the appropriate internal sources of information in the company or organization.

1.2

Suppliers:- a supplier is

a person or business that provides a product or services to another entity,



The idea and opinion of

suppliers are one of the appropriate sources of information.

1.3

Trade personnel:- is a

person that sales and distribute the final products of the company.



The opinion and ideas of

trade personnel are one of the appropriate sources of information

1.4

Local government;-The

administration of a particular country or district ideas and opinions are another internal source of information for the company.

1.5

Industry bodies :-

industry body also known as a trade association



We gain information

about the trade activities from the trade associations

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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:

Choose the best answer

1. Which one of the following is internal source of information? (2 point)
A) Supplier B) Employees C) local government D) All
2. Which one of the following is external source of information? (2 point)
A) Management B) Trade personnel C) supplier D) A& B

Short answer Questions

3. What is workplace mean?(2 point)
4. What is communication mean?(2 point)
5. What is information mean?(2 point)
6. Write at least 4 purpose of communication?(4 point)

Note: Satisfactory rating – 7 and above 7 points

Unsatisfactory – below

7points

You can ask you teacher for the copy of the correct answer

Information Sheet-2	Using effective questioning, listening and speaking skill.
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1.2.1

Skills

- Questioning is a key skill in effective and fundamental communication.
- Questioning is the key to gaining more information and without it interpersonal communication can fail.
- The primary function of a question is to gain information.

Effective questioning

Some of the key skills for Effective questioning include:-

- ❖ Being structured
- ❖ Develop silent time
- ❖ Encouraging participation
- ❖ Analyze your questions
- ❖ Avoid asking multiple questions
- ❖ Use more divergent time

1.2.2

- Listening is a conscious which requires attention. Rather than waiting to speak you need to listen attentively to fully understand the other person.
- Active listening is a structured way of listening and responding to others.

Active listening Skills

Some of the key skills for active listening include:-

- Listen with your whole body
- Face the other person and use an open posture

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Use eye contact and facial gestures to demonstrate your attention.

Be still and resist fidgeting

Keep an open mind

Notice nonverbal communication

Be comfortable with silence

Try to feel what the speaker is feeling

Ask questions only for ensuring understanding

Active speaking Skills

Active speaking is a key skill in effective and fundamental communication.

Some of the key skills for active speaking include:-

Think before you speak

Know your message

Know something about the audience

Use easy language & use simple words

Give importance to the subject and voice should be clear & sweet

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

Choose the best answer

1. Which one of the following are Active listening skills?(2points)
A) Know your message B) Think before you speak C) keep an open mind
D) All
2. Which one of the following is an Active speaking skill?(2 points)
A) Listen with your whole body
B) Notice non verbal communication
C) Use easy language & use simple words D) A& C

Short answer questions

3. Explain at least 3 Effective questioning skills?(3 points)
 4. Write at least 3 Active speaking skills?(3 points)
- Explain at least 4 Active listening skills? (4points)

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Information Sheet-3	Appropriate medium to transfer information and ideas
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1.3.5 Key elements of planning and organizing



- 1) Managing time and priorities – setting timelines, coordinating tasks for self and with others
- 2) Being resourceful
- 3) Taking initiative and making decisions

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- 4) Adapting resource allocations to cope with contingencies
- 5) Establishing clear project goals and deliverables
- 6) Allocating people and other resources to tasks
- 7) Planning the use of resources including time management
- 8) Participating in continuous improvement and planning processes
- 9) Developing a vision and a proactive plan to accompany it
- 10) Predicting – weighing up risk, evaluating alternatives and applying evaluation criteria
- 11) Collecting, analyzing and organizing information
- 12) Understanding basic business systems and their relationship

Self-Check 3	Written Test
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Directions: Answer all the questions listed below. Illustrations may be necessary to aid Some explanations /answers

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Fill in the blanks: (1 point each)

- 1) Planning and ----- makes efficient use of your time at the office by keeping you focused from beginning to completion of a project.
- 2) Collecting, ----- and organizing information
- 3) Establish the timeline for completing the -----.
- 4) Identify potential problems or ----- you may face for the work activities.
- 5) Keep the meetings focused and ----- to use the time efficiently.

True or False: (1 point each)

- 1) Send out regular updates and communication to all other employees who are working on the project.
- 2) Schedule or planning meetings when active participation and feedback is needed from others working on the project.
- 3) Utilize an online project management program for major work activities that are critical to the company's success.
- 4) Identify the scope and goals of the planning process related to each work activity.
- 5) Give yourself enough time to complete all associated tasks before the deadline passes.

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Information Sheet-4	Using Appropriate information medium
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- **A medium** is a third party or element through which a message is communicated
- In the communications process a medium is a channel or system of communication the means by which information is transmitted between a speaker or writer and an audience.

Some of information Medium

4.1 Memorandum:-- It is a written message between two or more company or business entity.

4.2 Circular:--

4.3 Notice:--It is a written or printed displayed sheet or placard giving news and information.

- It is written in order to inform a large number of people about something that happened or is about to happen.

4.4 Information discussion:-

4.5 Follow-up or verbal instructions:- verbal instructions are medium to long goal-directed, task-oriented phrases of generally three or more words in length.

4.6 Face to face communication:-is defined as the mutual influence of individuals direct physical presence with his/her body language.

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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:

Short answer questions

1. What is Medium mean?
2. Write at least 3 information medium?



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Information Sheet: 5	Using non-verbal communication
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- ❖ **Nonverbal communication (NVC)** is the nonlinguistic transmission of information through visual, auditory, tactile, and kinesthetic (physical) channels.
- ❖ Nonverbal communication is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and the distance between two individuals.
- ❖ Some scholars state that most people trust forms of nonverbal communication over verbal communication.
- ❖ Nonverbal communication involves the conscious and unconscious processes of encoding and decoding. Encoding is the act of generating information such as facial expressions, gestures, and postures
- ❖ Decoding is the interpretation of information from received sensations given by the encoder.

Forms of non-verbal communication

- Eye contact
- Posture
- Symbolic
- Facial expressions
- Distance between two individuals
- Clothing
- Gestures

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

Short answer questions

1. What is non verbal communication?
2. Write at least 4 forms of non verbal communication?

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Information Sheet: 6	Identifying and following communication lines
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Lines of communication

Line of communication definition: a means by which information may be transmitted from one person to another.

Lines of communication in organizations

6.1 Downward Communication: -Downward communication is when company leaders and managers share information with lower-level employees.

- ❖ The most common types of downward communication are everyday directives of department managers or line managers to employees. These can even be in the form of instruction manuals or company handbooks.

6.2 Upward communication: - Information moving from lower-level employees to high-level employees is upward communication (also sometimes called vertical communication). For example, upward communication occurs when workers report to a supervisor or when team leaders report to a department manager.

6.3 Horizontal communication: -Horizontal communication involves the exchange of information across departments at the same level in an organization (i.e., peer-to-peer communication).

- The purpose of most horizontal communication is to request support or coordinate activities.
- People at the same level in the organization can work together to work on problems or issues in an informal and as-needed basis.

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6.4 Diagonal communication: -Diagonal communication is cross-functional communication between employees at different levels of the organization. For example, if the vice president of sales sends an e-mail to the vice president of manufacturing asking when a product will be available for shipping.

- ❖ Diagonal communication is becoming more common in organizations with a flattened, matrix, or product-based structure.

Advantages of diagonal communication

- ❖ Reducing the workloads of senior-level managers
- ❖ Encouraging an informal flow of information in the organization.
- ❖ Reducing the chance of a message being distorted by going through additional filter

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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:

Fill in the black space

- 1-----Line of communication involves the exchange of information across departments at the same level in an organization.
- 2-----Line of communication is cross-functional communication between employees at different levels of the organization.
- 3----- Line of communication is a means by which information may be transmitted from one person to another.

Short answer questions

4. Write the lines of communication? (4 point)
5. Define lines of communication?(2 point)

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Information Sheet: 7	Defining workplace procedures
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- ❖ **A procedure** sets out the steps to be followed for work activities.
- ❖ Procedures are the specific methods employed to express policies in action in day-to-day operations of the organization.
- ❖ Procedures should be in writing to provide clarity and certainty at the workplace and demonstrate compliance. They should clearly set out the role of health and safety representatives, and any other parties involved in the activity.
- ❖ Every company has different policies and procedures.
- ❖ The procedures should be easily accessible, for example by placing them on notice boards and intranet sites.
- ❖ The policies and procedures were explained in detail to each employee during their first week of employment with the company.

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Self-Check -7	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Say True or False

1. -----Procedures are not the specific methods employed to express policies in action in day-to-day operations of the organization.
2. ----- Every company has not different policies and procedures.
3. ----- **Procedures** sets out the steps to be followed for work activities.

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Information Sheet: 8	Using information storage system
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- ❖ **Information storage System is** the systematic process of collecting and cataloging data so that they can be located and displayed on request.
- ❖ Computers and data processing techniques have made possible the high-speed, selective retrieval of large amounts of information for government, commercial, and academic purposes.
- ❖ There are several basic types of information-storage-and-retrieval systems.

Information storage systems

Generally there are two types of information storage systems

8.1 Manual filing system

- ❖ These files are hand-written and are always present in an intangible form. Moreover they can be stored in different areas like shelves, cupboards and in a file room etc. If a person wants to transfer them then he has to carry them along his way which is quite difficult.
- ❖ Also they are always present in hardcopy.
- ❖ The maintenance of the manual files is also an issue and they can be destroyed easily as well.

8.2 Computer-based filing system

- ❖ Computer files are the type of files which are made on computer and are stored in the form of the soft copy.
- ❖ The data are stored within the computer, either in main storage or auxiliary storage, for ready access.

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- ❖ These types of files have a lot of protection as they are secured by different passwords and codes.
- ❖ Destroying computer files is not that easy. Such type of files can be transferred in no time through emails etc.

Key Difference

- Computer files are difficult to destroy; manual files are easy to destroy.
- Manual files are easily accessible; computer files are not.
- Manual files can be transported through physical means; computer files are transferred electronically.

Self-Check -8	Written Test
----------------------	---------------------

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

Choose the best answer

1. Which one of the following is true about manual filing storage system? (2 point)

- A) Files are easy to destroy B) Files are easily accessible
C) Files can be transported through physical means D) All

2. Which one of the following is false about computer based filing system?(2 point)

- A) Computer files are difficult to destroy B) computer files are not easily accessible

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C) Computer files are transferred electronically D) None

Short answer question

3. Define information storage system?(2 point)
4. Explain the types of information storage system? (4 point)

Information Sheet: 9	Carrying out Personal interaction
-----------------------------	--

Overview of Personal Interactions

- Humans are social life forms, that is, we have evolved by working together to survive.
- Humans have improved their survival chances as they can make more resources together than if they were alone and thus we have learned to work together - socially.
- Humans have to get along, work together and share resources to survive as a species. As a result we have changed internally (genetically) from;
- Personal interactions are relationships between co-workers , managers and staff, and employees with the public.

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- Positive interaction increase good feelings, increase morale and improve work satisfaction.

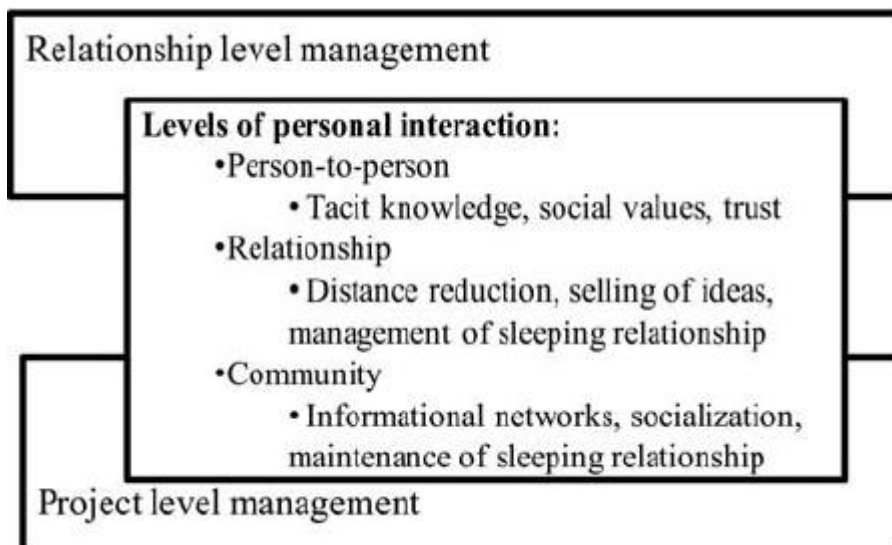
Benefits of carry out effective personal interaction at workplace

- ❖ **Increase productivity:** - when people are happy at work , they tend to do a better job. Errors are reduced, productivity increases and customer improves service. Having great office interaction also improves teamwork, which makes an entire team more efficient during times of high stress.
- ❖ **Develop company morale:-**The morale of your employees is directly related to the types of interaction they get on a regular basis .
- ❖ **Satisfy consumer**
- ❖ **Facilitating positive interaction**
- ❖ **Create opportunity to develop new attitude, beliefs, goals, and knowledge.**

4 ways to improve the quality of your personal interaction

- Use technology to facilitate , not replace, human interaction
- Prioritize human interaction in both your professional and private life.
- Interact with people who make you happy.
- Live in a ready-made community, or build your own.

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Self-Check -9	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Fill in the black space

1. -----are relationships between co-workers, managers and staff, and employees with the public.
2. ----- Interaction increase good feelings, increase morale and improve work satisfaction.

Short answer questions

3. Explain at least 3 benefit of effective personal interaction? (3 point)

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LG#5	LO 2: Participate in workplace meetings and discussions
instruction	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –</p> <ul style="list-style-type: none">• Attending Team meetings on time• Expressing clearly own opinions and listens to without interruption• Making consistent with the meeting purpose and establish protocols• conducting workplace interactions in a courteous manner• Asking and responding questions about simple routine workplace procedures and matters concerning working conditions of employment• Interpreting and implementing meetings outcomes <p>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 –</p>	

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

Learning Instructions:

14. Read the specific objectives of this Learning Guide.
15. Follow the instructions described in number 1 to 29.
16. Read the information written in the “Information Sheets 1”², 3,4,5,6. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
17. Accomplish the “Self-check1”², 3,4,5,6..
18. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check in all question).
19. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
20. Submit your accomplished Self-check. This will form part of your training portfolio.

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Information Sheet-1	-1 Attending Team meetings on time
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1.1 Attending Team meetings on time

1.1.1 The following are some of the common disciplinary rules expected from all professional.

- 1) **Punctuality:** this refers to be on time in the right place. A worker is said to be punctual not only when he comes to work place on time set for work, but also when he meets deadline and available during working hours.

- 2) **Proper utilization of instrument of labor:** a worker should handle the instruments in away to be used for longer period of time. This includes developing habits like switching off the light when leaving office, cleaning equipments after use, checking oil, water, tire before driving etc.

- 3) **Working in cooperation with colleagues:-** Good relationship creates a good working atmosphere conducive/helpful/ for cooperation and better productivity.

Maintaining moral and ethical Values:-

The perception of everyone is different; something which is wrong or immoral for somebody may be right or moral for the other. But there are some moral and ethical

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values which can be shared by all the people of one community, or country that serves as standard to judge action as right or wrong.

In any society one can find certain moral and ethical values that govern the smooth relationship between its members. Ethics is treating of moral feeling, duties or conduct. For example helping a person in need of assistance, helping in protecting public safety, peace and order are among the moral and ethical values of society.

Good citizens maintain/keep/ the moral and ethical values of their society. The obligations of member of a society that originate from these values are mainly moral obligation. Moral obligations are requirements that specify what acts are permitted or forbidden without reference to the consequences of performing or omitting the act. It is a duty, which is valid and binding in conscience and according to natural justice. Moral obligation rests mainly upon ethical considerations, and is not imposed or enforced by law unless it is provided in some kind of disciplinary rules issued by the concerned body.

Effective communication leads to:

- Clear instructions so people know exactly what they are expected to do and do it properly;
- People feeling involved because they are well informed;
- Higher morale and job satisfaction
- People working better as a team
- Time and effort saved as people are clear on what to do.

1.1.2 The following are the most common of ethical values considered in organizations.

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- **Respect** of personal rights and interests of Employees, clients' demands and terms of cooperation, set by our business partners and by the society.
- **Impartiality**, meaning labour compensation in proportion to the results achieved and equal rights for professional growth.
- **Honesty** in relations and in provision of all information required for our work.
- **Efficiency** as sustainable achievement of maximum possible results in everything we do.
- **Courage** for resisting the unacceptable and taking on responsibility for the consequences of own decisions.
- **Care** to protect people from any harm or threat to their lives and health and to safeguard the environment.
- **Trust** in employees that allow us to delegate powers and responsibility for decisions and ways of their implementation.
- **Protect and Preserve the organizations assets, prosperity and utilize them to the best advantage of the organization.**

There are several ways in which people and teams can try to resolve conflicts.

Effective teams need:

- Autonomy
- support and understanding
- time to develop and grow and
- Recognition.

Teams need from five to seven people who:

- have the right mix of functional skills
- have good interpersonal skills, and

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- are able to adjust their team roles to complement those of others.

All of the above are important. They will give you a solid, firm, basis for team efforts, a launch platform for team success. But, important as they are, they are not all that you will need. If you are going to be successful in building your team, you will need a special something else.

Team building functions

TASK FUNCTIONS

- Initiating,
- Information giving and seeking,
- Opinion seeking and giving,
- Goal setting,
- Clarifying and elaborating,
- Summarizing
- Consensus testing,
- Problem solving and decision making

3.4 Characteristics of Effective Teams

- High level of interdependence among team members
- Team leaders have good people's skills and is committed to team approach
- Each team member is willing to contribute
- Team develops a relaxed climate for communication
- Team members develop a mutual trust
- Team and individuals are prepared to take risks
- Team is clear about goals and established targets

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- Team members roles are defined
- Team members know how to examine team and individual errors with out personal attacks
- Team has capacity to create new ideas.
- Each team member knows he can influence the team agenda
- Leadership role is shared and rotates among team members depending on the situation at hand
- A working atmosphere that tends to be informal, comfortable, and relaxed.
- There is discussion in which virtually everyone participates, but it remains pertinent to tasks
- The task or objective of the group is well understood and accepted by the members
- The members listen to each other
- There is disagreement. Disagreements are not suppressed or overridden by premature group action
- When an action is taken ,clear assignments are made and accepted
- People are free to express their feeling as well as their ideas both on the problem and on the group's operation

Self-Check -1	Written Test
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Short Answer Questions

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

1 write Effective communication leads to?

2 List types are the most common of ethical values considered in organizations.

3 write about Characteristics of Effective Teams?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

Information Sheet-2

Expressing clearly own opinions and listens to without interruption

1.2 Expressing clearly own opinions and listens to without interruption

The difference between listening and hearing:

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People are not often aware that there is a difference between hearing and listening. It is commonly assumed that because people can hear they can also listen. Unless people have a physical disability they are able to hear. At any one something which just happens.

Processing sound:

Listening requires effort and attention. If someone is explaining to you how to complete a task and you are distracted you may hear what is said but you may not have listened. In order to listen, you need to focus on the person, try to understand what is said; check if you have understood and ask question – it actually takes effort

Suggestions on How to Develop your Listening Skills

- Listen not for the words alone but for meanings
- Avoid unconscious projection
- Suspend as much as possible your own prejudgments
- Control you emotional responses to language
- Focus on the message
- Focus on the structure of the message
- Be conscious of your own meta-communication
- Do not interrupt

Benefits of Effective Listening In the Workplace

- Understand instruction clearly
- Learn from others
- Convey clear message
- Promote good listening in others (if you are prepared to listen to others, they will be prepared to listen to you)
- Offer ideas and take part in discussion

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- Co-operate with others and work well in a team
- Understand the ideas and suggestions of others
- Respond in an appropriate manner

Barriers to Effective Listening

- Noise - It is very hard to listen in a noisy environment.
- Temperature - If you are feeling uncomfortably hot it is hard to concentrate to listening.
- Closeness - when a speaker is too close to you, your mind may be on the invasion of your space rather than what is being said.
- Furniture - the way in which furniture is arranged in a room may block good listening for example; if you cannot see a speaker it is much harder to pay attention.
- Time - when people are tired or in a hurry they are less able to fully concentrate fully on what is being said.
- Impatience - if you are feeling impatient and want to get away to do other thing you mind will not concentrating on the speaker.
- Distractions - any type of distraction whether it be something going on outside work or personal worries tends to stop you from paying full attention to what a speaker says.
- Attitude - if you do not like the speaker or do not like what they are saying you may quickly tune out.
- Lack of interest - when you are not interested in a topic it is difficult to pay attention.
- Thinking you - often people think that they already know what is about already know be said and so they don't bother to listen

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Use clear, simple language and explaining any technical terms you have to use.

The following suggestions will help you communicate technical information clearly.

Identify your audience. If it consists primarily of people with relevant technical expertise, your use of technical terms and concepts is appropriate, even desirable. The more diverse the group, however, the fewer such terms you should use.

Consider how much detail you need to communicate. If you can't avoid using technical terms in a document intended for wide distribution, you may want to:

- Define the terms.
- Provide a context that makes their meanings apparent.
- Have your manager or a trusted colleague read your document and then reviews it for the clarity of the message.

Types of Barriers

- Interpersonal Barriers
- Organizational Barriers

Interpersonal barriers

1. Perception and perceptual selection processes

- Interpersonal Barriers Perception Communication depends on our perception, or how we perceive people, their motives, and intentions. We consciously and

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unconsciously choose from streams of sensory data, we concentrate on some bits, and we ignore others. We call this process “perceptual selection”.

- Perceptual selection affects what we hear and how we hear it, and whether and how we are willing to respond (Buchanan and Huczynski, 1997). Perceptual Biases: People attend to stimuli in the environment in very different ways. We each have shortcuts that we use to organize data. Invariably, these shortcuts introduce some biases into communication. Some of these shortcuts include stereotyping, projection, and self-fulfilling prophecies. Stereotyping is one of the most common. This is when we assume that the other person has certain characteristics based on the group to which they belong without validating that they in fact have these characteristics.
- How we perceive communication is affected by the past experience with the individual. Perception is also affected by the organizational relationship two people have. For example, communication from a superior may be perceived differently than that from a subordinate or peer Assumptions-eg. assuming others see situation same as you, has same feelings as you affects the communication. Receiver distortion: selective hearing, ignoring non-verbal cues.

How to minimize this barrier?

Improve our self-awareness of our own values, beliefs, and attitudes and how they affect our perception; and also improve our understanding of, and sensitivity to, others. Examples include recommendations to avoid stereotyping and to improve listening skills. While this advice helps minimize the barrier, it is primarily sender-focused; i.e. it is the supplier of information who is to be more aware and empathic.

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2. Semantics (language)

- Semantics is the study of the meaning of words or other symbols. Typically, we view semantics as a barrier to effective communication in organizations because words can be used imprecisely, inaccurately, or may mean different things to different people. The choice of words or language in which a sender encodes a message will influence the quality of communication.

How to minimize this barrier?

Pay careful attention to the choice of words and language so that confusion or offence is avoided

3. Channel Selection

- When improving communication in organizations, attention is rightfully given to how to send the message, or the selection of a channel (oral or written media).
- Selecting a channel that does not fit the message can lead to a breakdown in communication. For example, we know that emotional or complex messages are usually most effectively communicated face-to-face.

How to minimize this barrier?

To date, research has shown that matching characteristics of the message (how clear vs ambiguous, how rational vs emotional, and how routine vs non-routine) to the channel can improve the effectiveness of communication. A complicated message should be sent through “rich” channel, such as a face-to-face meeting (e.g. Lengel and Daft, 1988).

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4. Inconsistent verbal and non-verbal communication

- We often find in organizations that inconsistent verbal and non-verbal communication can lead to a communication breakdown. Inconsistency confuses a receiver who tries to figure out “true” message of the sender and then relies heavily on the non-verbal actions to decode meaning.

How to minimize this barrier?

Minimize any inconsistencies between words and manner of speaking, facial expressions, and posture.

Organizational Barriers

1. Physical distractions

- Physical distractions in organizations include interruptions, noise, and equipment breakdowns. The reality of organizational life is that at best we can try to minimize distractions instead of eliminating them altogether.

How to minimize this barrier?

Advise supervisors to minimize these distractions whenever possible

2. Information overload

- Information overload can be a by-product of the sheer volume of information and data that managers deal with on a daily basis. A large part of a manager's job is information-processing (Mint berg, 1973). One off-cited study has estimated that

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managers spend up to 80 per cent of every day communicating (Luthans and Larsen, 1986).

How to minimize this barrier?

Reduce the amount of information that requires processing or to develop time-management skills to cope with higher amounts.

3. Time pressure

- Time pressure is another barrier to communication that is ever-present in organizations. We have advised managers to recognize that the timing of a message can affect whether the message influences the receiver in the way intended.

How to minimize this barrier?

Recommend sensitivity to organizational time periods. Select the best time when you communicate important messages.

4. Technical and in-group language

- Technical and in-group language is another barrier to communication in organizations, particularly when organizational subunits are highly differentiated or when organizational members are highly professionalized. Technical and professional vocabularies make it hard for one individual or group to communicate with another.

How to minimize this barrier?

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Have prescribed recognizing and minimizing specialist vocabularies whenever possible. Simplify terms and consider the technical level when communicating.

5. Status differences

- Organizational Barriers Status differences Status differences can be large or small in an organization. Large status differences are thought to contribute to problems with communication.

6. Task organization structure requirements

- The tasks people perform will affect who talks to whom, the urgency and speed of messages, and what information people need to share. As a direct consequence of hierarchy, we can find filtering (intentionally or unintentionally leaving out parts of a message), distortion (to serve individual goals), and refusal to communicate (either because of oversight or deliberately not sharing information) (Hunt, 1980).

How to minimize this barrier?

Use structural devices such as multifunctional teams, task forces, or integrating supervisors, or decentralize decision making and access to information so that authority is aligned with responsibility

7. Absence of formal communication channels

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- When there is an absence of formal communication channels, it is difficult to get information from employee to manager, from manager to employee, from subunit to subunit, and from customer to supplier. In organizations we need channels to transmit information about performance, goals and goal achievement, procedures and practices, and to foster coordination and problem solving across the organizational boundaries.

How to minimize this barrier?

Develop many ways to improve upward communication (e.g. suggestion systems, performance reports, attitude surveys), downward communication (e.g., videos, newsletters, briefings and meetings) and horizontal communication (e.g. electronic networks and intranets, and quality circles).

Self check 2	Written Test
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Short Answer Questions

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

- 1 How to Develop your Listening Skills?**
- 2 List Benefits of Effective Listening In the Workplace**
- 3 How to minimize this barrier**

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Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

Information Sheet-3	Making consistent with the meeting purpose and establish <i>protocols</i>
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1.3 Making consistent with the meeting purpose and establish protocols

The following is an approach to managing feelings during team meetings.

1. **Stay neutral:** People have a right to their feelings. The team should encourage and acknowledge the expression of feelings.
2. **Understand rather than evaluate feelings:** All team members should be sensitive to verbal and nonverbal messages. When dealing with emotional issues, one should ask questions and seek information to better understand the feelings.
3. **Process feelings in the group:** When the team's operation is disrupted by

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emotions, one should stop and be briefly silent to cool down

The five different approaches to conflict resolution are enumerated below:

Avoidance: This approach tries to ignore the issues or deny that there is a problem. By not confronting the conflict, team members hope that it will go away by itself.

Accommodation: Some team members may decide to give up their position so as to be agreeable. They are being cooperative, but it costs the team the value of their opinions and ideas.

Confrontation: Acting aggressively and trying to win is one way in which to deal with a conflict. However, winning can become important than making a good decision.

Compromise: One way in which to balance the goals of each participant and the relations among the teams is for everyone to “give in” a little.

Collaboration: When both sides of a conflict have important concerns, the team needs to search for solutions that satisfy everyone. This requires both cooperativeness and respect for each other’s position.

To improve the effectiveness of your conflict management style, take the following steps:

1. Separate the people from the problem
2. Focus on the shared interest of all the parties.
3. Develop many options that can be used to solve the problem.
4. Evaluate the options using objective criteria.
5. Work towards win/win solutions.

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Improving your communication skills will enable you to establish better working relationships. Poor workplace communication skills will have negative effects on your relationships and may result in decreased productivity. These 7 keys will help you unlock the door to successful communication not only at work, but also in all your relationships.

1. Personal contact is important. People relate to one another better when they can meet in person and read each other's body language, so they can feel the energy the connection creates. If personal contact is not possible, the next best way to connect is by talking on the telephone.
2. Develop a network. No one achieves success alone. Make an effort to become friends with people in different departments within your company, meet new people in your community, and look for experiences or interests you have in common.
3. Always be courteous in your communications with others. Courtesy lets people know that you care. The words "Thank You" show that you appreciate a person's efforts. Try saying, "would you please..." instead of just, "Please..." You will sound less dogmatic.
4. Be consistent and clear in your workplace communications. Consistency builds trust. Asking, "Did I explain this clearly?" will assure that people understood what you said.
5. Compromise decreases the tension associated with conflict. Ask, "What is best for the company?" so that co-workers will not take the conflict personally.
6. You cannot hold a person's interest if you have nothing interesting to say. Here are some of ways you can learn to be an interesting communicator. Read your

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hometown paper daily. Read industry literature so you can know what is going on in your industry. Rehearse telling a few short personal stories about your interesting experiences.

7. Listen to what others are saying and show interest in the conversation. Listening demonstrates respect and admiration. Make your conversation like a game of tennis and keep the ball going back and forth.

Self-Check -3	Written Test
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Short Answer Questions

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

- 1 List five different approaches to conflict resolution?
- 2 List To improve the effectiveness of your conflict management style?
- 3 **How** managing feelings during team meetings?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____
Rating: _____

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Information Sheet-4	conducting workplace interactions in a courteous manner
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4.1 conducting workplace interactions in a courteous manner

Every organization needs ethical work conduct. When we say ethical work conduct, we mean sort of guideline which enables workers to identify the right way of conduct from the wrong one. Therefore, ethical work conduct enables workers to possess proper behavior and develop good relationship with other worker which helps much to have good working environment within the organization.

Every profession has an ethics to judge their action to be right or wrong.

The common Ethical rules of conduct for workers:

Workers of different professions are expected to observe the minimum labor behavior expected from them. This is called labor discipline - a mandatory observance (execution) of rules concerning Work time, norms, mode of performance, protection of property and means of production, management of production etc.

Failure to observe or respect labor discipline brings about disciplinary measure which ranges from dismissal to simple oral warning. So it is important for worker to observe every disciplinary rule in order to avoid disciplinary measure, to be more productive, to maintain good relationship with employers and have good profile.

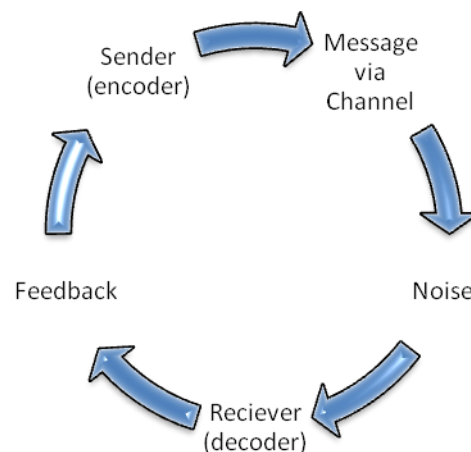
SOME PRINCIPLES OF EFFECTIVE COMMUNICATION

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To communicate with people effectively you need to:

- Make sure it is not too noisy to hear what is being said.
- Sit or stand so that you directly face the person whom you are talking or listening too;
- Maintain eye contact;
- Use polite opening and closing greetings
- Speak clearly in an open and neutral tone
- Be straight forward and to the point
- Keep the message simple
- Be patient
- Show interest
- Used words that the people you are speaking to can understand
- Listen carefully to the conversation so that you get the right message.

Elements of Communication Process



- **Message via Channel**

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- Noise
- Receiver (decoder)
- Feedback
- Sender (encoder)

Self-Check -4	Written Test
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Short Answer Questions

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

- 1 How communicate with people effectively?
- 2 List five different approaches to conflict resolution?
- 3 List Elements of Communication Process?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

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Information Sheet-5

Asking and responding questions about simple routine workplace procedures

1.5 Asking and responding questions about simple routine workplace procedures

. QUESTIONING TECHNIQUES

There are many types of questions that are useful for promoting discussions. In general, open-ended questions encourage discussion, whereas closed-ended questions (e.g., yes/no questions) tend to limit discussion. It is better to ask workers to discuss the pros and cons of an idea rather than to just ask them whether they agree or disagree with it. After someone has answered a question, it often is useful to ask follow-up questions to clarify the issues. When questions are addressed to the leader, they often should be redirected back to participants to promote discussion.

Being asked a direct question by the leader can be a threatening experience that reduces discussion. Leaders should try to ask questions of the entire group whenever possible. After asking a question, the leader should remember to give the group members sufficient time to respond. The leader should reward participation by acknowledging responses. If no one responds, the leader should try rewording the question or going around the room and having everyone comment on it. A lack of response might mean that the question has a bias or is putting some of group members on the defensive.

2.2. MEETHODS OF LEADING DISCUSSION

The discussion starts with a review of the agenda and warm-up activities designed to

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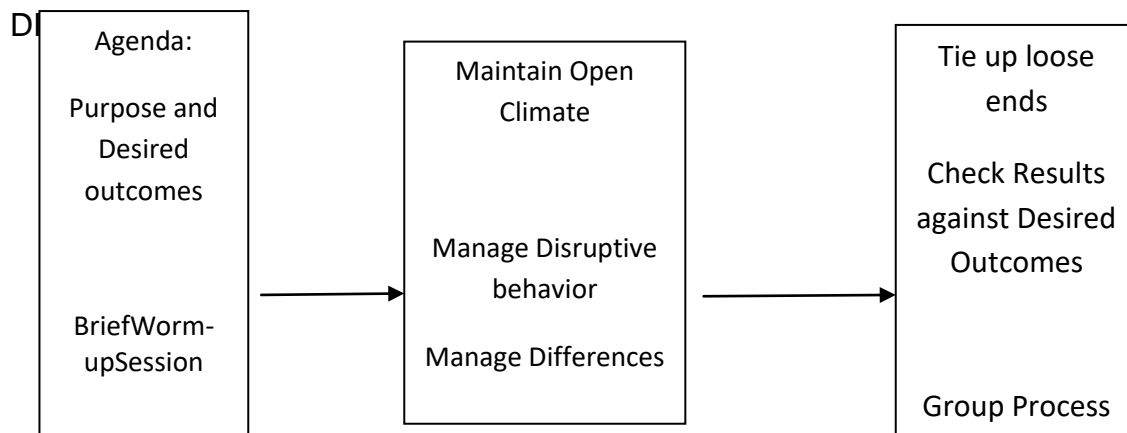


get people talking socially. The main body of the discussion focuses on managing the communication process and making decisions. The discussion ends with a summary of decisions and assignments and an evaluation of how well the group is operating.

Although the discussion leader is the primary facilitator of group discussion, all of the members have a responsibility to help facilitate group meetings. The following is a description of the five main communication activities of the facilitator.

START –UP

FACILITATE WRAP-UP



Maintain an open and collaborative climate. When discussing the topics of the meeting, the discussion should focus on the issues, not on people's personalities or behaviors. Focusing on the behaviors of individuals rather than on issues can make the participants defensive and reduce communication.

Manage disruptive behaviors. When participants are being disruptive, the

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leader needs to be firm but friendly in confrontations. Disruptive participators may be dominating the discussion, overly talkative, or rude to other participators. All participators share responsibility for handling difficult members; it is not just the job of the leader to maintain the flow of the discussion. The leader should acknowledge and verbally reward acceptable behaviors.

Manage differences. Differences can be a constructive force because they can encourage critical thinking, creativity, and healthy debate. Differences are constructive when issues (and not people) are attacked, team spirit is increased, understanding is enhanced, and achievement takes place. Differences also can be a destructive force. Differences can be managed by clarifying the various points of view, defining areas of agreement and disagreement, and taking steps to resolve differences through problem-solving techniques and consensus decision making.

Summarize important decisions. The leader needs to keep the participators focused on the agenda topics. To help keep the group process flowing, the leader should stop after major agenda items and summarize participator's conclusions. This allows for a check on whether all participators agree with what has happened at the meeting.

Evaluate the group process. The leader should hold a group process evaluation at the end of each group discussion to discuss how the discussion operated and areas for improvement. These group process evaluations provide feedback to the team about its performance. This helps to deal with problems before they get emotionally out of hand

How sociality Response

Important decisions are made with input from others. Leaders need to solicit

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input before making decisions for a variety of reasons:

- to obtain critical input,
- to build commitment in others,
- to develop others,
- to show respect for others' opinions, and
- to foster open communication and problem sharing.

The following guidelines suggest ways to solicit input for the decision making process:

- When you first learn that you must make a decision, determine who has the information you need to make a good decision, who you need to involve to get buy-in, and who you think should be involved.
- You can involve others in any phase of the process: defining the problem or opportunity, identifying other ways of looking at the problem, generating optional approaches, selecting criteria for making a final decision, making the final call, or planning implementation. You may involve everyone in every phase or engage different people in each, depending on the decisions and input needed.

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Self-Check -5	Written Test
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Short Answer Questions

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

- 1 Write the MEATHODS OF LEADING DISCUSSION?
- 2 How sociality Response mean?
- 3 List Elements of Communication Process?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

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LG#6	LO#3- Complete relevant work related documents
instruction	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –</p> <p>LO3. Complete relevant work related documents</p> <ul style="list-style-type: none">3.1 Completing employment condition forms<ul style="list-style-type: none">3.1.1 Personnel forms, telephone message forms, safety reports3.2 Recording workplace data3.3 Using basic mathematical processes3.4 Identifying and acting upon Errors in recording information3.5 Completing reporting requirements <p>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 –</p> <ul style="list-style-type: none">❖ Complete Range of forms relating to conditions of employment❖ Record and document Workplace data on standard workplace forms❖ Use Basic mathematical processes for routine calculations❖ Identify and properly acted upon Errors in recording information on forms/ documents❖ Complete Reporting requirements to supervisor	

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Learning Instructions:

1. Read the specific objectives of this Learning Guide.
 2. Follow the instructions described in number 3 to 7.
 3. Read the information written in the “Information Sheets 1-5 Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
 4. Accomplish the “Self-check”
 5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
 6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
1. Submit your accomplished Self-check. This will form part of your training portfolio

Information Sheet-1	1-Complete Range of forms relating to conditions of employment
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Employment is a relationship between two parties, usually based on a contract where work is paid for, where one party, which may be a corporation, for profit, not-for-profit organization,

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co-operative or other entity is the employer and the other is the employee. Employees work in return for payment, which may be in the form of an hourly wage, by piecework or an annual salary, depending on the type of work an employee does or which sector they are working in.

Most organizations will have a basic record of workers from their original application form. A well designed form can provide not only the necessary information to aid shortlisting, but also a guide for the interview. Only questions directly relevant to the job requirements should be asked, as to do otherwise may be potentially discriminatory. For instance, questions relating to trade union membership and marital status should not be included on any application form as they may be construed as evidence of intention to discriminate.

Information may be requested about any disability that might affect someone's application - for instance if there are any reasonable adjustments that the organization may make to assist in the application process or in the job itself.

Other records useful in the recruitment and selection process are:

- Job descriptions, setting out the purpose, duties and responsibilities of each job.
- Person specification, setting out the characteristics and competencies necessary in the person who is best suited to perform each job – for instance, skill, qualifications, particular experience.

Some Forms of Employee

Forms that are common to most enterprises include:

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- **Personnel forms:** - personnel forms or Employee information forms provide key data on employees that can be used to keep track of who worked for the company,

when, and in what positions. It can also be used as an emergency contact information form in the event of any serious workplace injury.

Personnel record forms are necessary for the formulation and implementation of employment policies and procedures for recruitment, training, promotion, dismissal etc. Some of these are required by law and others enable personnel to monitor other processes. For instance, personnel records, and the statistics they provide, are important in helping to develop policies free from any bias on grounds of sex, race, age or disability.

- **Telephone message forms**
- **Safety reports**
- **Dockets, invoices and receipts**
- **Petty cash vouchers**
- **Time sheets**
- **Telephone message forms**
- **Leave forms.**

Other enterprise forms might include:

- Chemical records
- weather records
- vehicle and machinery log books
- Registration, license and insurance forms
- Equipment inspection records.

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Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Say True or False

1. ----- Personnel record forms are necessary for the formulation and implementation of employment policies and Procedure? (2 point)
2. ----- Telephone message is one of a type of employee forms?(2 point)

Short answer question

3. Explain at least 4 forms of employee? (4 point)

Note: Satisfactory rating – 4 & above points

Unsatisfactory - below 4 points

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

Answer Sheet

Score = _____
Rating: _____

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Name: _____

Date: _____

Short Answer Questions

Information Sheet: 2	Recording workplace data
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Introduction

All organizations, however large or small, need to keep certain records, some because of the law requires them, and some for internal purposes. For instance, keeping records of hours worked by most workers (for the purposes of the implementation of the Working Time Regulations), and pay rates will enable employers to monitor legislation compliance. Every employer also needs records of workers joining them, their job title, and pay and so on.

Why personnel records are important

All organizations, private or public, need to plan and to formulate policies and procedures which will enable them to remain competitive and provide good service to their customers. Planning depends on information, and personnel planning equally depends on effective, **accurate record keeping enabling** the organization to recruit, train and develop staff to their full potential, and being as effective as possible within the organization, thereby making a strategic contribution to its goals.

Good records can help managers:

- Make decisions based on fact rather than guesswork

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- Know what staff resources are available to meet production/service requirements
- More accurately assess levels of performance and productivity
- Know what is happening with absence levels, labor turnover, sickness, accidents, lateness, discipline etc, and take appropriate and timely action.

What records are needed?

Every organization should keep information about individual workers- for example:

- **Personal details:-** name, address, emergency contact, date of birth, sex, education and qualifications, tax code, national insurance number, details of any known work-relevant disability, work experience.
- **Employment history with the organization:-** date employment began, promotions, present job, and job title.
- **Details of terms and conditions:** - pay, hours of work, holiday entitlement, any other benefits, e.g. car, private health insurance. A copy of the written main terms and conditions of employment, or the employment contract must be kept to avoid any future query on the terms and conditions agreed on starting. Copies of any changes to the contract and, if appropriate, a copy of the worker's agreement to exceed the Working Time Regulations limits must also be kept.
- **Absence details:-** lateness, sickness, any other authorized or unauthorized absence e.g. annual holiday, maternity/paternity/dependents leave, Details of any accidents connected with work, including on way to and from work.
- **Details of training/further education** undertaken with the organization,

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whether internal or external. Any worker on a Modern Apprenticeship with the organization is normally entitled to a written agreement setting out the terms of the apprenticeship

- **Details of any disciplinary action.**
- **Details of termination of employment.**

Some of Key areas that need records

Statutory records

This section covers the main areas that anyone dealing with personnel matters will need for record keeping. Good records help managers. Records required by law include:

- Tax and national insurance
- For most workers it is advisable to keep records of individual hours worked to enable averaging over a period to meet the requirements of the Working Time Regulations
- Holidays, again for the Working Time Regulations
- Pay, to ensure the requirements of the Minimum Wage Act are being met, and to meet the statutory requirement that workers are issued with pay statements.
- Paid sickness and Statutory Sick Pay

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Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Short answer question

1. Write at least 3 key areas that need records? (5 point)
2. How good records can help managers?(6 point)

Note: Satisfactory rating – 5.5 & above points Unsatisfactory - below 5.5 points

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

Answer Sheet

Score = _____
Rating: _____

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Date: _____

Short Answer Questions

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Information Sheet: 3	Using basic mathematical processes
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Introduction

Statistics is the study of the collection, organization, analysis, interpretation, and presentation of data. It deals with all aspects of this, including the planning of data collection in terms of the design of surveys and experiments.

A statistician is someone who is particularly well-versed in the ways of thinking necessary to successfully apply statistical analysis. Such people often gain experience through working in any of a wide number of fields. A discipline called mathematical statistics studies statistics mathematically.

The word *statistics*, when referring to the scientific discipline, is singular, as in "Statistics is an art." This should not be confused with the word *statistic*, referring to a quantity (such as mean or median) calculated from a set of data, whose plural is *statistics*.

Scope

Some consider statistics a mathematical body of science that pertains to the collection, analysis, interpretation or explanation, and presentation of data, while others consider it a branch of mathematics concerned with collecting and interpreting data. Because of its empirical roots and its focus on applications, statistics is usually considered a distinct mathematical science rather than a branch of mathematics.

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Much of statistics is non-mathematical: ensuring that **data collection** is undertaken in a way that produces valid conclusions; coding and archiving data so that information is retained and made useful for international comparisons of **official statistics**; reporting of results and summarized data (tables and graphs) in ways comprehensible to those who must use them; implementing procedures that ensure the **privacy of census information**.

Statisticians improve data quality by developing specific experiment designs and survey samples.

Statistical methods can summarize or describe a collection of data. This is called **descriptive statistics**. This is particularly useful in communicating the results of experiments and research. In addition, data patterns may be **modeled** in a way that accounts for **randomness** and uncertainty in the observations.

Mean, median, and mode are three kinds of "averages". There are many "averages" in statistics, but these are, I think, the three most common, and are certainly the three you are most likely to encounter in your pre-statistics courses, if the topic comes up at all.

The "mean" is the "average" you're used to, where you add up all the numbers and then divide by the number of numbers.

The "median" is the "middle" value in the list of numbers. To find the median, your numbers have to be listed in numerical order from smallest to largest, so you may have to rewrite your list before you can find the median.

The "mode" is the value that occurs most often. If no number in the list is repeated, then there is no mode for the list.

The "range" of a list a numbers is just the difference between the largest and smallest value

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Example Find the mean, median, mode, and range for the following list of values:

13, 18, 13, 14, 13, 16, 14, 21, 13

The mean is the usual average, so I'll add and then divide:

$$(13 + 18 + 13 + 14 + 13 + 16 + 14 + 21 + 13) \div 9 = 15$$

Note that the mean, in this case, isn't a value from the original list. This is a common result. You should not assume that your mean will be one of your original numbers.

The median is the middle value, so first I'll have to rewrite the list in numerical order:

13, 13, 13, 13, 14, 14, 16, 18, 21

There are nine numbers in the list, so the middle one will be the $(9 + 1) \div 2 = 10 \div 2 = 5$ th number:

13, 13, 13, 13, 14, 14, 16, 18, 21

So the median is 14.

The mode is the number that is repeated more often than any other, so 13 is the mode.

The largest value in the list is 21, and the smallest is 13, so the range is $21 - 13 = 8$.

Mean: 15

median: 14

mode: 13

range: 8

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Note: The formula for the place to find the median is " $([\text{the number of data points}] + 1) \div 2$ ", but you don't have to use this formula. You can just count in from both ends of the list until you meet in the middle, if you prefer, especially if your list is short. Either way will work.

Basic mathematics process

1. Addition

2. Division

3. Subtraction

4. Multiplication

Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Fill in the black space

1. ----- is the study of the collection, organization, analysis, interpretation, and presentation of data? (2 point)
2. -----**is the "middle"** value in the list of numbers. (2 point)
3. -----" is the "average value in the list of numbers. (2 point)

Short answer questions

4. Write the basic mathematics process in recording? (3 point)

Note: Satisfactory rating – 3 & above points Unsatisfactory - below 3points

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

Answer Sheet

Score = _____

Rating: _____

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Information Sheet: 4	Identifying and acting upon Errors in recording information
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Introduction

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An error of accounting is an accounting mistake in which an entry is recorded in the incorrect account.

Administratively, incorrect or inconsistent data can lead to false conclusions and misdirected investments on both public and private scales. For instance, the government may want to analyze population census figures to decide which regions require further spending and investment on infrastructure and services. In this case, it will be important to have access to reliable data to avoid erroneous fiscal decisions.

In the business world, incorrect data can be costly. Many companies use customer information databases that record data like contact information, addresses, and preferences.

Identifying, rectifying and referring errors

There will be times when you are checking or processing financial transactions in your organization and you identify an error or discrepancy which needs to be rectified (corrected.) You may be able to do this yourself. If you are unable to do this because you don't know how, or you are not authorized to do so, you will need to refer the discrepancy to an authorized work colleague.

Discrepancies may occur for a variety of reasons, including:

- Miss keyed data; for example, making a mistake when entering information such as an item code, price or quantity;
- Arithmetic errors; for example, adding amounts together instead of subtracting
- Counting errors; for example, incorrectly counting cash in a trial balance.
- Accounting errors; for example, entering debit amounts as credits.

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Self-Check -4	Written Test
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Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Short answer questions

1. What is Errors? (2 point)
2. Why recording error may occur? (8 point)

Note: Satisfactory rating – 5 & above points Unsatisfactory - below 5 points

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

Answer Sheet

Score = _____
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Short Answer Questions

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Information Sheet: 5	Completing reporting requirements
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Definition

What is reporting?

Reporting is the regular provision of information to decision-makers within an organization to support them in their work. These reports can take the form of **graphs**, **text** and **tables** and, typically, are disseminated through an intranet as a set of regularly updated web pages (or "enterprise portal"). Alternatively, they may be emailed directly to users or simply printed out and handed around, in the time-honored fashion.

What is a Business Report?

Business reports are documents prepared by employees or managers that provide regulators, investors and creditors with information about the performance and strategies of the business.

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Reporting Methods

A)**Written Reporting**:-Written reporting is the most common mode of reporting. It may be in form of a letter, circular or manual. Written reporting is most popular mode, reason being, reports can be kept as legal records by using this mode and can be used as reference sources. Written reports are always carefully formulated. Written reporting, sometimes saves time and money. However it suffers from poor expression of senders.

B) Graphic Reporting:- The reports may be presented in the form of charts, diagrams and pictures. These reports have the advantage of quick grasp of trends of information presented.

A look at the chart or diagram may enable the reader to have an idea about the information. In the modern times graphs and charts are becoming more popular as a mode of presenting any kind of information. Various management professionals express their views through graphs and charts. Graphical presentation being most effective medium of reporting removes dullness and confusions which we usually find in other forms of reporting.

C) Oral Reporting

Oral reporting may be done in the following forms:

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(a) Group meetings

(b) Conversation with individuals

- Oral reporting is helpful only to a limited extent.
- It cannot form a part of important managerial decision making. For the purpose, the reports must be in writing so that these may be referred in future discussions too. A combination of written, graphic and oral reporting may be useful for effective and efficient reporting in an organization.

Advantages of Reporting

- Assess Performance and Comparison
- Regulatory and Creditor Compliance

Disadvantages of Reporting

- Cost of Time
- Not Always Accurate
- Potential to Neglect Qualitative Information

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Self-Check -5	Written Test
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Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Say True or False

1. -----Reporting is the regular provision of information to decision-makers within an organization to support them in their work? (1 point)
2. ----- Oral reporting is helpful only to a limited extent? (1 point)

Short answer question

3. write the advantages of reporting? (3 point)
4. Write the disadvantages of reporting? (3 point)
5. Explain the methods of reporting? (4 point)

Note: Satisfactory rating – 5 & above points Unsatisfactory - below 5 points

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

Answer Sheet

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Name: _____

Date: _____

Short Answer Questions

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1. *Deiuliis, David, phd. (2016). "Workplace Communication". Communication Research Trends.*
2. *Henson, Baden (2007). Communication in the workplace. Milton, Old: Wiley. ISBN 0-7314-0650-8*

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1. *DeLuliis, David, PhD. (2016). ""Workplace Communication"". Communication Research Trends.*
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