



Ethiopian TVET-System



Water supply and sanitation works

Level-I

Based on **Feb, 2017G.C.** Occupational Standard

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

TTLM Code: EIS WSW1 TTLM 0920V1

September 2020

This module includes the following Learning Guides

LG10: Follow routine spoken Messages

LG Code: EIS WSW1 M03LO1-LG_10

LG11: Perform workplace duties following written notices

LG Code: EIS WSW1 M03 LO2-LG_11

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Instruction Sheet

Learning Guide #10 Follow routine spoken messages

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

- Gathering and interpreting information/instructions
- Recording instructions/ information
- Acting upon instructions
- Seeking clarification

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:**

- Gather required information and correctly interpreting or understanding information/instructions.
- Record Instructions/information properly
- Act instructions upon immediately in accordance with information received.
- Seek Clarification from workplace supervisor on all occasions when any instruction/information is not clear.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1-4on page3,9,14and 19
4. Accomplish the “Self-check 1- 4” in page -7, 15, 18, and 20 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1 -3” in page -28.
6. Do the “LAP test” in page – 29 (if you are ready).
7. After You accomplish Operation sheets and LAP Tests, ensure you have a formative assessment and get a satisfactory result;
8. Then proceed to the next information sheet

Information Sheet-1	Gathering and interpreting information/instructions
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1.1. Introduction gathering information

Information gathering is a basic human skill necessary for undertaking basic human activities such as eating, sleeping, working etc. In general practice, information gathering is the collection of data for dealing with the individual's or the organization's current situation.

1.1.1. Purpose of gathering work place information

The purpose of information gathering is to support the planning of your organization's work to become more fully inclusive. It is important to look at available fact's objective information, including demographics and best practices.

1.1.2. Why is gathering information the first skill in the critical thinking process?

Critical thinking is the practice of processing information in order to make a decision, come to a conclusion or solve a problem. It is an important skill in the workplace because it helps employees solve problems and make difficult decisions

What are the 5 Steps to critical thinking?

Steps of critical thinking.

Step 1: Knowledge. For every problem, clear vision puts us on the right path to solve it

Step 2: Comprehension.

Step 3: Application.

Step 4: Analyze

Step 5: Synthesis

Step 6: Take Action.

1.1.3. Why do we gather data or information?

Data collection enables a person or organization to answer relevant questions, evaluate outcomes and make predictions about future probabilities and trends.

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Accurate data collection is essential to maintaining the integrity of research, making informed business decisions and ensuring quality assurance for the organization

1.1.4. Why collecting information is important?

It is through data collection that a business or management has the quality information they need to make informed decisions from further analysis, study, and research. ... Data collection instead allows them to stay on top of trends, provide answers to problems, and analyze new insights to great effect.

1.2. Methods of gathering information

There are many ways to get information. The most common research methods are:

- ✓ literature searches,
- ✓ talking with people,
- ✓ focus groups,
- ✓ personal interviews,
- ✓ telephone surveys,
- ✓ mail surveys,
- ✓ Email surveys, and internet surveys.

1.2.1. Methods of collecting primary data

When the data is gathered straight by the researcher for the first time it is termed as primary data. In other words, this data is obtained from first-hand sources.

Primary Data Collection Techniques

- ✓ Interviews.
- ✓ Questionnaires and Surveys.
- ✓ Observations.
- ✓ Focus Groups.
- ✓ Ethnographies, Oral History, and Case Studies.
- ✓ Documents and Records.

1.2.2. different sources of data

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Primary data sources are most often created using survey research. There are a number of different survey techniques that can be used to collect **primary** data, such as interviews (e.g., face-to-face, telephone, e-mail, fax) or self-administered questionnaires, schedule method etc

1.2.3. Different types of data

Understanding

- ✓ Qualitative,
 - ✓ Quantitative,
 - ✓ Attribute,
 - ✓ Discrete, and Continuous Data Types
- At the highest level, two kinds of data exist: quantitative and qualitative.
 - There are two types of quantitative data, which is also referred to as numeric data: continuous and discrete.

1.3. Interpreting gathered information and instruction

Interpretation is the process of making sense of data that has been collected, analyzed, and presented. A common method of assessing data is known as statistical analysis, and the activity of analyzing and interpreting data in order to make predictions.

Analyzing and Interpreting Data. After carrying out investigations, scientists and engineers must analyze and interpret data. Scientists analyze and interpret data to look for meaning that can serve as evidence. Often scientists seek to determine whether variables are related and how much they are related.

Data analysis and interpretation is the process of assigning meaning to the collected information and determining the conclusions, significance and implications of the findings

interpretation. Interpretation is the act of explaining, reframing, or otherwise showing your own understanding of something. A person who translates one language into another is called an interpreter because they are explaining what a person is saying to someone who doesn't understand.

Data Interpretation Methods

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1. Collect your data and make it as clean as possible.
2. Choose the type of analysis to perform: qualitative or quantitative, and apply the methods respectively to each.
3. Qualitative analysis: observe, document and interview notice, collect and think about things.

The Skills We Need for Critical Thinking. The skills that we need in order to be able to think critically are varied and include observation, analysis, interpretation, reflection, evaluation, inference, explanation, problem solving, and decision making

Below is the list of top 10 of data analytics tools, both open source and paid version, based on their popularity, learning and performance.

- R Programming. R is the leading analytics tool in the industry and widely used for statistics and data modeling
- Tableau Public
- SAS
- Apache Spark.
- Excel.
- RapidMiner:
- KNIME.
- QlikView.

Self-Check -1	Written Test
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Directions: short answer items

Instruction: - give short answer to the following questions and write the answer on the

1. Why is gathering information the first skill in the critical thinking process? (2pts)
2. Why do we gather data or information? (2pts)
3. What do you mean by interpretation of data? (2pts)
4. What do you mean by interpreting? (2pts)
5. What are the 7 critical thinking skills? (2pts)

Note: Satisfactory rating - 5 and above points

Unsatisfactory - below 5 points

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

Answer Sheet

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Name: _____

Date: _____

Short Answer Questions

1. _____

2. _____

3. _____

4. _____

5. _____

Information Sheet- 2	Recording instructions/ information
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2.1 Introduction to recording instruction/information

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A record is a collection of fields, possibly of different data types or instruction, typically in fixed number and sequence.

Record Work Instruction is a document that provides specific instructions to carry out an Activity. A Work Instruction is a step by step guide to perform a single instruction. A Work Instruction contains more detail than a Procedure and is only created if detailed step-by-step instructions are needed

A Procedure is more detailed than a process, but less detailed than a work instruction. It tells how a series of sequential tasks should be performed to achieve a specific outcome. ... A Work Instruction is the most detailed description of a task. It's sole purpose is to explain step by step how to do a specific task.

So, a procedure is the specified way to carry out activities making up a process. An instruction describes the sequence of steps to perform the tasks making up an activity. For documented procedures and instructions, we should be able to look at the text to see if it is a procedure or an instruction.

Collecting and recording data: - Collecting and presenting data is vital to identifying trends and patterns between variables. The experiments in this collection provide opportunities to collect good data sets, or highlight issues and problems that need to be consider

2.2 Method of recording instructions /information

Basic steps of writing Work Instructions

- Know exactly how to do the task.
- Plan how to write steps in order.
- Write instructions beginning with a verb.
- Write each step as a small piece.
- Include warnings as pre-steps.
- Write the steps in logical order.
- Review and edit instructions carefully.
- Express steps in the positive.

How to prepare and write instructions

- Involve the workers who regularly do the job, or the safety committee if you have one.

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- Break down the job into its various steps.
- Put the steps in order and number them.
- Identify the hazards of each step

Good work instruction looks like

Work instructions should make crystal clear how employees perform their tasks. There should be no room for interpretation. They should not be vague. You want to minimise the chance of them confusing your workers. This means your instructions should be as brief and simple as possible. Here some ground rules to help you along

1 it's clear

Every employee should be able to understand your work instructions. Avoid multi-syllable words, complex sentences, jargon, acronyms, too many technical terms (without explaining them) and unnecessary blather.

Write your work instructions in a way that makes them easy to understand for every employee who does the task. Use the active voice to help your reader, which refers to the subject, verb, and noun sentence structure.

2 it's accessible

It's all very well having work instructions, but what use are they if they are only accessible in the office when the employees that need them are on the factory floor? The people performing the job should have easy access to its works instruction when and where they need it. Travellers or shop papers?

#3 it's credible

Employees must view the work instructions as credible, helpful and accurate. Otherwise, they're just another nice idea no one cares about. Consult the most experienced employee performing a task and ask him or her to explain how the job is done. Make sure your instructions match reality.

4 it's consistent

Work instructions should follow a single style. Consistency in terms of terminology, layout, media and method make them easier to follow and digest. Also in terms of consistency, they should adhere to the skill set of the employees.

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5 it's short and simple

We touched on this above, but it really is an important point. As Albert Einstein said, “If you can’t explain it simply, you don’t understand it well enough.” Take time to understand it thoroughly. This will avoid mistakes later. Writing a work instruction is not about sounding clever. Instead, think about the language in your television user manual. Or better yet, look at the language used in a children’s book. Try to keep it as short and simple as possible.

6 it's visual

We live in a visual culture. Many of us are more comfortable with visual media than with reading books and newspapers. To cater to this, try to use images, drawings and videos where possible in your work instructions. Think about who it is who will be consuming your work instructions and try to prepare them accordingly.

7 it's written by the people that know

The person who is the most experienced in how to do the task should be the one to write the work instruction. Do not give the task of writing your work instructions to an individual who is not 100% familiar with the job.

Your work instruction checklist

Here’s a checklist for you to have on hand when you’re planning how to write your next work instruction.

- ✓ Identified process the task is part of
- ✓ Identified the purpose of the task
- ✓ Understood the task’s scope
- ✓ Named people responsible for the task
- ✓ Stated tools required for the task
- ✓ Mentioned any safety requirements
- ✓ Chosen an appropriate and helpful format
- ✓ Used helpful visual aids

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- ✓ Checked for simple language and short sentences
- ✓ Removed unnecessary jargon and technical terms and Tested on a colleague

Self-Check -2	Written Test
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Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. Why is recording data important?
(2pts)
2. What is recording data or instructions? (2pts)

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3.

Define the word recoding (2pts)

4.

What does a good work instruction

look like? (4pts)

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

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Short Answer Questions

1. _____

2. _____

3. _____

4. _____

Information Sheet-3	Act instructions upon immediately in accordance with information received
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3.1. Introduction to instruction implementation

Implementation is the carrying out, execution, or practice of a plan, a method, or any design, idea, model, specification, standard or policy for doing something. As such, implementation is the action that must follow any preliminary thinking in order for something to actually happen.

3.2. Feedback /information implementation in to the work place

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Giving and receiving feedback is a powerful tool at the workplace. It informs employees about their performance and behavior within the team. It is commonly known that the feedback can be positive or negative

Provide effective feedback in the workplace

- ✓ Constructive Feedback in the Workplace: Strategies for Success
- ✓ Choose the Right Setting. Pick an appropriate time, place and individual to offer feedback
- ✓ Keep Your Emotions in Check
- ✓ Focus on Actions and Plans
- ✓ Offer a Chance for Further Discussion
- ✓ Train Your Employees
- ✓ Create a Learning Experience.

Increase feedback in the workplace

Here are a few ideas.

- ✓ Show Interest. The best way to get candid feedback from your team is to create a culture of open and honest communication
- ✓ Pay Attention to Non-Verbal's. Look around the room when you speak to your team. ...
- ✓ Ask for Feedback from Others.
- ✓ Avoid Defensiveness.
- ✓ Own Your Mistakes

When you are receiving instructions from someone else, especially if they are speaking to you:

- ✓ stop whatever else you are doing
- ✓ focus on the person speaking
- ✓ if you can, make notes about the details
- ✓ when the person has finished, tell them what you understood from their instructions to make sure you have understood them correctly
- ✓ check how long the task should take you.

If you do not carry out the instructions correctly, it will be **your mistake**. You have a responsibility to make sure that you have understood correctly. Mistakes are often made because:

- the instructions were not heard correctly due to:
 - too much noise around – ask to move to a quieter place
 - the person not speaking loudly or clearly enough – ask them to speak up
- not enough detail was given:
 - ask for more information – don't assume you know what they mean
- the meaning was unclear:
 - check the outcome and the purpose of the task
 - Repeat back what you have heard and understood to check that it is correct.

Following Instructions

In our everyday lives we constantly need to follow instructions. These may be written – *how* to use a new DVD player/recorder or spoken – where to meet a friend. In a work environment you may find that a considerable amount of your time involves following instructions. For this reason, it is vital to develop your skills so you are able to do this in an efficient manner.

Following Spoken Instruction

Spoken instructions are generally received face to face or via the telephone. The following points should help you follow spoken instructions in a more effective way.

- ✓ When following spoken instructions, it is absolutely essential that you listen. Avoid jumping to conclusions or assuming that you know how to complete the task. Use all your listening skills to ensure that you receive the message accurately.
- ✓ Ask questions if you are uncertain about particular steps. Sometimes people are afraid to ask questions because they think they will look stupid. Remember questioning shows that you are keen and interested and it is always better to ask questions rather than make a mistake.
- ✓ Be sure that you understand all the words or terms being used.
- ✓ If you are receiving instructions over the telephone, always write down the information accurately.

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- ✓ Repeat the instructions back to the instructor to be sure that you have fully understood all the details.
- ✓ It often helps if you can complete the task once with the instructor. This will give you a chance to ask questions and check other things as you work through the job.

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Self-Check -3	Written Test
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Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. Mention written source of information In the workplace(4pts)
2. Write the points should help you follow spoken instructions in a more effective way(4pts)
3. Write the criteria when receiving instructions from someone else in the work place(4pts)
4. How can you increase feedback in the work place(2pts)?

Note: Satisfactory rating – 3 and above points

Unsatisfactory - below 3 points

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

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Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

1. _____

2. _____

3. _____

Information Sheet-4	Seeking clarification
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4.1. Introduction seeking clarification

In communication, clarification involves offering back to the speaker the essential meaning, as understood by the listener, of what they have just said. Thereby checking that the listener's understanding is correct and resolving any areas of confusion or misunderstanding

Clarify. Clarify means to clear up confusion and make it all understandable. In a heart-breaking text, she clarified that she never ever wanted to see him again. It also means to remove impurities in a liquid; you clarify butter by gently heating it.

4.2. clarify a problem

Clarifying the Issue

- ✓ Collect additional data on indicator based on priority questions:
- ✓ Hypothesize causes and contributing factors.
- ✓ Collect evidence to prove or disprove selected hypotheses.
- ✓ Collect input from stakeholders in relation to hypotheses.
- ✓ Identify a small number of high-impact causes to address.

How do you ask for clarification politely?

For asking for clarification

- ✓ Admit you need clarification. Admitting you need more information makes the next step much easier for the person you ask.
- ✓ Don't blame the other person. Own your confusion.
- ✓ Summarize.
- ✓ Be specific

4.3. Work place communication

Many people think that being a good communicator means being a good talker. In order to communicate well, a person does need to be able to speak clearly and present ideas in a logical, well ordered manner. However, another factor is also extremely important if communication is to be effective. A good communicator is a good listener. Unless a person listens to what is being said, no communication actually takes place.

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In order to gather information and follow instructions correctly, you need to practice effective listening.

In the workplace, effective listening helps you to:

- ✓ understand instructions clearly
- ✓ learn from others
- ✓ convey clear messages
- ✓ 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 discussions
- ✓ co-operate with others and work well in a team
- ✓ understand the ideas and suggestions of others
- ✓ respond in an appropriate manner

The Difference between Listening and Hearing

People are not often aware that there is a difference between listening and hearing. 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 time, a person is able to hear many different sounds. Hearing is something which just happens.

Processing Sounds

Listening involves far more than hearing all these sounds. It requires you to translate them, to make sense out of them, to sort out what is important from what is irrelevant.

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 that you have understood and ask questions – it actually takes effort.

A great many things can interfere with effective listening. They include:

Noise it is very hard to listen in a noisy environment.

Temperature if you are feeling uncomfortably hot it is hard to concentrate on 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 the speaker it is much harder to pay attention

Time When people are tired or hurried, they are less able to fully concentrate on what is being said

Impatience if you are feeling impatient and want to get away to do other things your mind will not be 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 a 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 full attention.

Thinking you - often people think they already know

already know - what is about to be said and so they don't bother to listen.

Improving Listening

While there are many things which can interfere with listening it is important to understand that listening is a skill which can be learnt and that people can work toward improving their listening skills.

Hearing is a passive process; it just happens and requires no effort.

Listening is an active process you need to make a real effort to not only hear the words said, but to listen for the message being sent.

Ways to improve your listening skills are:

- ✓ not to allow yourself to be distracted by anything or anybody else, always give your full attention.
- ✓ show that you are listening by using positive body language such as:
 - looking at the speaker
 - sitting up straight
 - slightly leaning towards the speaker
 - nodding as the speaker talks
 - Responding with appropriate facial expressions – if you look keen and interested, the speaker will be encouraged to talk.
- ✓ don't think about what you want to say while the speaker is speaking – listen first
- ✓ try not to interrupt the speaker and start talking yourself – concentrate on listening
- ✓ give the speaker feedback so they know that you are listening, for example:
 - you may ask questions to get more information

- you may ask questions to check that you have understood
- you may repeat back what the speaker has been saying, e.g. “So what you’re saying
- ✓ Try to keep an open mind about what the speaker is saying – you do not need to agree with everything but it is important to listen first and then make decisions.
- ✓ Empathize with the speaker – this means trying to see the situation from their point of view.

Questioning

At work we need to ask questions for many reasons like:

- we need to find out what to do
- we need to get information
- we need to check that we have understood correctly

Questions can be divided into two main categories

- closed questions
- open questions

Closed Questions

Closed questions are used to find out quite particular information. They are questions which can be answered with a simple yes, no or one word. Such questions do not need a long and detailed response. They are very useful if you need to find out simple information or need to check specific details.

Open Questions

Open questions are used to find out detailed information. These questions encourage the receiver to explain a longer answer. Open questions start with words like “What, When, Where, Why, and How”. They are used to open up a discussion or conversation. You cannot give one-word answer to these questions.

Asking questions to clarify understanding

Asking questions shows interest, not ignorance

You will always need to ask questions to clarify information and check instructions. Remember you have a responsibility to make sure you have understood the information correctly.

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It is much better to ask questions to make sure you are doing the job right than to muddle on and make a mistake. You will feel upset if you make a mistake, especially if it could have been avoided by asking a simple question.

Someone who is giving you some information or instructions may not do it very well because they:

- think you already know more about the subject than you actually do now
- assume that you understand their abbreviations and jargons
- have not planned the instructions or thought about how to give you the information or instructions
- are too rushed or hurried, they may leave out important pieces of detail

If a person is giving you information or instructions and you are not clear what they mean, always ask questions:

- Do you mean?
- Where is that exactly?
- The large ones or the small ones?
- Do you want me to do right away or when I have finished this?

Sometimes the instructions you are being given are quite long. In this situation you might need to interrupt to seek clarification before the speaker moves onto the next instruction. For example:

- Excuse me. I don't understand where the boxes are.
- Could you repeat that please? I didn't catch the name of the item you want me to move.

Sometimes people give vague instructions that you may want to clarify:

- **How far** down there do you want me to put it?
- **How many** of them do you want me to bring?
- **What time** this afternoon do you want that done by?

When you ask a question, it is often a good idea to repeat back the answer to make sure you have heard it correctly.

To check that you have heard and interpreted the message properly, put the message into your own words and ask whether that is what they meant.

Self-Check -4	Written Test
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Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. What is the advantage of team work? (3pts)
2. Describe some of keys to effective Communication? (3pts)
3. How do you ask for clarification politely? (2pts)
4. Define the word clarifying

Note: Satisfactory rating – 3 and above points

Unsatisfactory - below 3 points

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

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Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

1. _____

2. _____

3. _____

4. _____

Operation Sheet 1	Techniques of accepted data collection
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To protect the credibility and reliability of data, information should be gathered using accepted data collection techniques.

Step1: select appropriate tools and equipment for data collection

Step 2: Identify issues and/or opportunities for collecting data.

Step 3: Select issue(s) and/or opportunity(ies) and set goals.

Step 4: Plan an approach and methods

Step 5: Collect data.

Step6: interpret data

Operation Sheet 2	Techniques of critical thinking
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Steps for Critical Thinking

Step 1: organize information.

Step 2: structure reasoning.

Step 3: consider evidence

Step 4: identify assumptions.

Step 5: evaluate arguments.

Step 6: communicate conclusion.

Operation Sheet 3	Techniques of critical thinking
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Techniques of clarify when receiving instructions

Step 1. Listen attentively to instructions and respond appropriately

Step 2. Turning your full attention to the speaker.

Step 3. Being aware of the speaker's body language.

Step 4. Giving eye contact if appropriate.

Step 5. Taking notes.

Step 6. Going over the main points and asking clarifying questions.

Step 7. Responding with appropriate body language to their message.

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hours.

Task1. Prepare work instruction for plumbing and water quality laboratory work.

Task2. Perform clarification of feedback /instruction you gain from water utility office about water quality

Task3. Investigate types of critical thinking needed to perform gathering information about sanitation and hygiene of water in your society.

Instruction Sheet		Learning Guide #11 Perform workplace following	
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	written notices
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Organizational guidelines
- Reading and interpreting written notices and instructions
- Following routine written instructions
- Giving feedback to work place supervisor

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, **upon completion of this Learning Guide, you will be able to:**

- Reading and interpreting written notices and instructions
- Organizational guidelines
- Follow routine written instructions
- Give feedback to work place supervisor

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1-4 on page 31,35,38 and 39
4. Accomplish the “Self-check 1- 4 ” in page -34, 37, 39, and 44 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1” in page -45.
6. Do the “LAP test” in page – 46 (if you are ready).
7. After You accomplish Operation sheets and LAP Tests, ensure you have a formative assessment and get a satisfactory result;
8. Then proceed to the next information sheet

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Information Sheet-1	Organizational guidelines
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1.1. Introduction organizational guideline

A set of policies are principles, rules, and guidelines formulated or adopted by an organization to reach its long-term goals and typically published in a booklet or other form that is widely accessible.

Organizational standards are the specification of principles and procedures by which the institution assures that it provides an appropriate learning and research environment. Organizational standards are similar to 'quality standards' when used in the sense of expectations and norms of behavior or provision.

An Organizational Needs Analysis is an effective way to identify skills gaps. It involves gathering information to identify areas where your employees can improve their performance to their benefit and that of your business. An organization should be having the following guidelines

- ✓ Information documentation procedures
- ✓ Company policies and procedures
- ✓ Organization and service manuals

1.1.1. Information documentation procedures

Documentation procedures usually specify that an employee manual must contain all relevant policy and procedure documentation. They detail what the manual must include, who is responsible for writing and updating the policies and procedures, and how the company communicates them to the employees. Generally, documentation is divided into two main areas. Process Documents guide the development, testing, maintenance and improvement of systems. They are used by managers, engineers, testers, and marketing professionals. These documents use technical terms and industry specific jargon

• Best Practices for Documenting Your Project

- ✓ Include A README file that contains.
- ✓ Allow issue tracker for others.
- ✓ Write documentation.
- ✓ Document your code.
- ✓ Apply coding conventions, such as file organization, comments, naming conventions, programming practices, etc.

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- ✓ Include information for contributors.
- Benefits of Document Management Systems
 - ✓ Reduced Storage Space.
 - ✓ Enhanced Security.
 - ✓ Improved Regulatory Compliance.
 - ✓ Easier Retrieval.
 - ✓ Better Collaboration.
 - ✓ Better Backup and Disaster Recovery.
 - ✓ And the "Intangibles

Proper documentation provides evidence of what has transpired as well as provides information for researching discrepancies. Supporting documentation may come in paper or electronic form. In recent years, more often, official supporting documentation has moved from paper based to electronic forms.

1.1.2. Company policies and procedures

Company policies and procedures establish the rules of conduct within an organization, outlining the responsibilities of both employees and employers. Company policies and procedures are in place to protect the rights of workers as well as the business interests of employers.

Policies and procedures should a company have

Have HR Policies and Forms

- ✓ At-will employment
- ✓ Anti-harassment and non-discrimination
- ✓ Employment classifications
- ✓ Leave and time off benefits
- ✓ Meal and break periods
- ✓ Timekeeping and pay
- ✓ Safety and health
- ✓ Employee conduct, attendance and punctuality

Important of policies to an organization

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Policies are important because they address pertinent issues, such as what constitutes acceptable behavior by employees. Your organization should provide easy access to policies and trainings and utilize tools to document employee communication and attestation

Benefits of workplace policies and procedures

If your company has well-developed policies and procedures, it can provide many benefits to your workplace. Policies help to manage legal risk and allow you to outline the benefits and opportunities your company provides to its workers – this helps to improve workforce morale, worker retention and job satisfaction.

under the Employment Rights Act 1996, employers are required to give employees a written statement of the main terms and conditions of their employment, which includes the employer's rules and procedures for dealing with both disciplinary and grievance issues

1.1.3. Organization and service manuals

Organizational Manuals. It is a small book containing information such as the details of various positions, their authority and responsibilities, job description, salaries, relationship, activities, duties and functions of each position and organization procedure and methods.

Operations manual: -The operations manual is intended to remind employees them of how to do their job. The manual is either a book or folder of printed documents containing the standard operating procedures, a description of the organizational hierarchy, contact details for key personnel and emergency procedures

A comprehensive company policies and procedures manual covering all departments within your organization will become your “quality” manual for your company. A main purpose of a procedure manual is to help ensure optimum business operations and consistent delivery of your products and services from your company.

Self-Check -1	Written Test
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Directions: short answer items

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Instruction: - give short answer to the following questions and write the answer on the space provided on the next page

1. What is documentation process and types? (4pts)
2. What are documentation procedures? (4pts)
3. What are the benefits of documentation? (4pts)
4. What are company policies and procedures? (4pts)
5. What are the benefits of workplace policies and procedures? (2pts)

Note: Satisfactory rating - 9 and above points

Unsatisfactory - below 9 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

1. _____

2. _____

3. _____

4. _____

5. _____

Information Sheet- 2	Reading and interpreting written notices and instructions
----------------------	---

2.1. introduction to reading written notice /instruction

Format of writing skills to Notice writing. The Notice writing format should include: name of the institution / issuing authority / notice / title, date, and writer's name with designation. A notice should contain all the necessary details such as: Name of the issuing agency

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2.2. interpreting written instruction

2.2.1. Written Information Sources

In the workplace, written information can take the form of:

- ✓ letters
- ✓ printed material
- ✓ memos
- ✓ Internal memos
- ✓ informal notes
- ✓ External communications
- ✓ faxes
- ✓ Electronic mail
- ✓ emails
- ✓ Briefing notes
- ✓ text messages
- ✓ General correspondence
- ✓ workplace signs
- ✓ Marketing materials and Journal articles
- ✓ instruction manuals
- ✓ Handwritten material

2.2.2. Following Written Instructions

The following points should help you to follow written instructions in a more effective way

- ✓ Read through all the instructions or steps before beginning the task. This will give a clear picture of what the whole tasks involves
- ✓ If diagrams are provided take the time to look at them carefully. As you work through the task check the diagrams to make sure that your work matches the example given.
- ✓ If you are not sure of the meaning of any words or terms take the time to find out the correct meaning. Ask your workplace supervisor if you guess correctly you may find that you cannot complete the task or that the finished task is not done properly
- ✓ Avoid the temptation to try to complete the task before reading all the instructions. Although the job may take a little longer, it will save time in the long run as you may avoid mistakes.

2.2.3. importance of notice writing

A notice is a very important form of written communication which is used to announce. Functions and events; to issue public instructions; to make appeals or to intend invitations.

Self-Check -2	Written Test
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Directions: short answer item

Instruction: write short answer for the following question with the space provided

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1.

What is the importance of notice

writing? (3pts)

2.

What are the Qualities of a good

manager(4pts)?

3.

What is the difference between

peer and work colleague (2pt)

4.

Write the skills which are

needed to take on task-focused team roles (4pts)

Note: Satisfactory rating – 6.5&above points Unsatisfactory - below 6.5points

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

Answer Sheet

Name: _____

Date: _____

Score = _____

Rating: _____

Short Answer Questions

1. _____

2. _____

3. _____

4. _____

Information Sheet-3	Following routine written instructions
---------------------	--

3.1. Introduction routine written instruction

Instructions are written or spoken directions for carrying out a procedure or performing a task. Instructions are often written in the form of a numbered list so that users can clearly recognize the sequence of the tasks.

Routine task: -Commonplace tasks, chores, or duties as must be done regularly or at specified intervals; typical or everyday activity: the routine of an office. regular, unvarying, habitual, unimaginative, or rote procedure.

Written work instructions are a great training tool for new employees. Standard work instructions enforce consistency when performing tasks. They allow engineers to measure quality and task time.

How do you improve following instructions?

Here are ways to present information to your worker to make it more likely that they'll hear you, and comply:

- ✓ Be direct
- ✓ Be close
- ✓ Use clear and specific commands
- ✓ Give age-appropriate instructions
- ✓ Give instructions one at a time
- ✓ Keep explanations simple
- ✓ Give kids time to process

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Self-Check -3	Written Test
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Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. How do you improve following instructions? (2pts)
2. What is a written instruction? (2pts)

Note: Satisfactory rating – 4 and above points

Unsatisfactory - below 4 points

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

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

1. _____

2. _____

3. _____

4. _____

4. _____

4.4. Introduction to work place supervisor

Definition of a good supervisor Supervisors work closely with employees of any given business. It is often the small characteristics that define a good and enjoyable employee supervisor. Rather than telling people how to work, a good supervisor serves as an inspiration and provides guidance for hardworking employees.

A supervisor is responsible for the productivity and actions of a small group of employees. The supervisor has several manager-like roles, responsibilities, and powers. As a member of management, a supervisor's main job is more concerned with orchestrating and controlling work rather than performing it directly.

For First-Time Supervisors

- ✓ Don't try to be everyone's friend
- ✓ Fair and equal are not the same thing
- ✓ Ask for feedback and input
- ✓ Learn how to run a good meeting
- ✓ Find time to relax.
- ✓ Find someone you can trust (and vent to) about work
- ✓ Take every opportunity to improve your people skills
- ✓ Learn how to say “no” comfortably.

Qualities of a good supervisor: -Great communication skills- the ability to communicate in a clear and concise manner using positive language is essential. Supervisors should be compassionate and approachable; there needs to be a relationship of respect and trust between the supervisor and his or her staff.

Effective supervisors communicate and interact with their employees frequently and professionally. They keep a pulse on their employees. Similarly, great supervisors are

attentive to and listen closely to the needs of their employees, and respond to them accordingly.

What Skills Do You Value Most In A Supervisor? Supervisors play a central role in reinforcing the professionalism of the company by providing effective management. They should possess the following: Planning: developing specific courses of action to achieve the agreed upon objectives

Function of a supervisor

It includes planning, organizing, directing, and controlling the work and the activities of subordinates or employees. the so-called four functions of management. Supervisors are defined as members of management; therefore, they must perform these four general functions

4.5. Feedback to work place supervisor

Giving and receiving feedback is a powerful tool at the workplace. It informs employees about their performance and behavior within the team. It is commonly known that the feedback can be positive or negative

Three Types of Feedback. Generally, feedback can be given either “in the moment” or daily. There are three different types of feedback based on purpose: evaluation, appreciation and coaching.

Type of feedback is specific, issue-focused and based on observations. There are four types of constructive feedback: Negative feedback – corrective comments about past behavior. Positive feed-forward – affirming comments about future behavior

4.5.1. Ways to Provide Effective Feedback

- ✓ Feedback should be educative in nature.
- ✓ Feedback should be given in a timely manner
- ✓ Be sensitive to the individual needs of the worker
- ✓ Ask question
- ✓ Feedback should reference a skill or specific knowledge.

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- ✓ Give feedback to keep students “on target” for achievement.

4.5.2. Guiding Principles for Giving Positive Feedback

- ✓ It is precise
- ✓ It makes a clear distinction between results, actions and people
- ✓ It is descriptive and not accusative
- ✓ It is prescriptive and provides actionable information
- ✓ It is formulated positively
- ✓ It demonstrates the trust we have in our team or employee and its capacities, even if there's nothing to improve on.

When should you give feedback?

Especially when an employee has set a goal to improve themselves, has achieved something outstanding or out of the ordinary, or is in learning phase. Giving feedback is essential during the entire coaching and mentoring process. After each pre-defined action, whether it's been accomplished or not, successful or not.

How do you act on feedback?

- ✓ Instead of patting yourself on the back, use positive feedback to boost strengths. ...
- ✓ Use negative feedback to increase loyalty and trust.
- ✓ Turn positive comments into testimonials
- ✓ Boost morale by sharing positive feedback.
- ✓ Use negative feedback to improve your products or services.

How can supervisor give good feedback?

Ways to Provide Quality Feedback

- ✓ Be positive
- ✓ Focus on the behavior, not the person

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- ✓ Be specific
- ✓ Be timely
- ✓ Make sure you are clear on why you are delivering the feedback
- ✓ Don't use judgment as a means for feedback
- ✓ Provide feedback from a neutral place
- ✓ Make it a two-way conversation
- ✓ Use negative feedback to motivate staff

Self-Check -4	Written Test
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Directions: short answer item

Instruction: write short answer for the following question with the space provided

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1. Define feedback? (2ps)
2. When should you give feedback? (4pts)
3. How can supervisor give good feedback? (4pts)
4. What are the critical causes of individual difference in the work place (2pts)?
5. What types of attitudes are manifested in the workplace which cause for Problems (4pts)

Note: Satisfactory rating – 8 and above points

Unsatisfactory - below 8 points

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

Answer Sheet

Name: _____ Date: _____

Score = _____

Rating: _____

1. _____

2. _____

3. _____

4. _____

5. _____

Operation Sheet 1	Techniques for writing instructions
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Steps Writing instructions

1. Gather the materials needed.

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2. Perform the task yourself
3. Make a detailed outline.
4. Define your audience
5. Draft a short introduction.

Operation Sheet 2	Steps of Interpret information gained from correspondence
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Steps apply to interpret information

- Step1. Gather all relevant information that has been collected.
- Step2. Read through the information with a critical eye.
- Step3. While reading the information, keep the following questions in mind:
- Step4. Sort information into parts which belong together.
- Step5. Define all types of information
- Step6. Set Clear Measurement Priorities
- Step7. Analyze Data. /information
- Step8. Interpret Results.

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

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Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hours.

Task1. Write work instruction to excavate pipe line installation

Task 2. Write the necessary steps to gather evidence about water demand to the society

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List of Reference Materials

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