



## Intermediate Apparel Production

### NTQF Level -II

# Learning Guide#4

**Unit of Competence:** Participate in Work place communication

**Module Title:** Participating in Work place communication

**LG Code:** IND IAP2 MO2 LO1 LG4

**TTLM Code:** IND IAP2 MO2 TTLM 0919v1

**LO1.** Obtain and convey workplace information

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

## **1. Obtain and convey workplace information**

### **1.1 Accessing appropriate source of information**

- 1.1.1 Team members
- 1.1.2 Suppliers
- 1.1.3 Trade personnel
- 1.1.4 Local government
- 1.1.5 Industry bodies

### **1.2 Using Effective questioning , active listening and speaking skills**

### **1.3 Mode of communication**

### **1.4 Using Appropriate information medium**

- 1.4.1 Memorandum
- 1.4.2 Circular
- 1.4.3 Notice
- 1.4.4 Information discussion
- 1.4.5 Follow-up or verbal instructions
- 1.4.6 Face to face communication

### **1.5 Using non- verbal communication**

### **1.6 Identifying and following communication lines**

### **1.7 Defining workplace procedures**

### **1.8 Using information storage system**

- 1.8.1 Manual filing system
- 1.8.2 Computer-based filing system

### **1.9 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 –

- ❖ Access Specific and relevant information from appropriate sources

- ❖ Use Effective questioning , active listening and speaking skills to gather and convey information
- ❖ Use appropriate medium to transfer information and ideas.
- ❖ Use Appropriate non- verbal communication
- ❖ Identify and follow Appropriate lines of communication with supervisors and colleagues
- ❖ Use Defined workplace procedures for the location and storage of information
- ❖ Carry out Personal interaction clearly and concisely

**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 1-9 Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check” **in page -**.
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.
7. Submit your accomplished Self-check. This will form part of your training portfolio

## 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.

**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
- 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

<b>Self-Check 1</b>	<b>Written Test</b>
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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**  
**7points**

**Unsatisfactory – below**

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

### 1.2.1 Effective questioning 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.

#### **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 Active listening Skills

- 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.

#### **Some of the key skills for active listening include:-**

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

### 1.2.3 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



**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)
5. Explain at least 4 Active listening skills? (4points)

**Mode** is a term used to describe the way something is done or experienced. When we use the phrase **mode of communication**, we are describing the way communication is expressed.

**There are three modes of communication**

**3.1 Interpersonal communication:** - is a two-way means of communication that allows the participants to evaluate and respond to each other. For example, two people who are speaking and listening to each other, either in a face-to-face conversation or over the phone, are participating in interpersonal communication.

**3.2 Interpretive communication:**

**3.3 Presentational communication:**

<b>Interpersonal</b>	<b>Interpretive</b>	<b>Presentational</b>
<ul style="list-style-type: none"> <li>• <b>Two-way communication</b> with active negotiation of meaning among individuals</li> </ul>	<ul style="list-style-type: none"> <li>• <b>One-way communication</b> with no recourse to the active negotiation of meaning with the writer, speaker, or producer</li> </ul>	<ul style="list-style-type: none"> <li>• <b>One-way communication</b> intended for an audience of readers, listeners, or viewers</li> </ul>
<ul style="list-style-type: none"> <li>• Spontaneous</li> <li>• Usually involves exchange of information</li> <li>• Meaningful</li> </ul>	<ul style="list-style-type: none"> <li>• Reader, listener or viewer interprets what the author, speaker, or producer wants the receiver of the message to understand</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation of information; not exchange</li> <li>• No direct opportunity for the active negotiation of meaning exists</li> </ul>
<ul style="list-style-type: none"> <li>• Participants observe and monitor one another to see how their meanings and intentions are being communicated and make adjustments and clarifications accordingly</li> </ul>	<ul style="list-style-type: none"> <li>• Interpretation differs from comprehension and translation in that it implies the ability to read, listen or view “between the lines,” including understanding from within the cultural mindset or perspective</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure the intended audience is successful in its interpretation, the “presenter” needs knowledge of the audience’s language and culture</li> </ul>

<b>Self-Check 3</b>	<b>Written Test</b>
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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 mode of communication is a two way of communication? (2 point)  
A) Interpretive      B) Interpersonal      C) presentational      D) All
2. Which mode of communication is a one way communication? ( 2 point)  
A) Presentational      B) Interpersonal      C) Interpretive      D) A& C

**Short answer Questions**

3. Explain all modes of communication? (3 points)

- **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.

<b>Self-Check 4</b>	<b>Written Test</b>
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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?

- ❖ **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.
- ❖ <sup>1</sup>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

<b>Self-Check 5</b>	<b>Written Test</b>
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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?

### **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.

**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

<b>Self-Check -6</b>	<b>Written Test</b>
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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)

- ❖ 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.

<b>Self-Check -7</b>	<b>Written Test</b>
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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. ----- **Procedure** sets out the steps to be followed for work activities.

- ❖ **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.
- ❖ 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.

<b>Self-Check -8</b>	<b>Written Test</b>
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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 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
  - 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)

<b>Information Sheet: 9</b>	<b>Carrying out Personal interaction</b>
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## 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.
- 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.

Relationship level management

**Levels of personal interaction:**

- Person-to-person
  - Tacit knowledge, social values, trust
- Relationship
  - Distance reduction, selling of ideas, management of sleeping relationship
- Community
  - Informational networks, socialization, maintenance of sleeping relationship

Project level management

**Self-Check -9**

**Written Test**

**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)

**References books and materials**

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