INDUSTRIAL ELECTRICAL MACHIN DRIVE TECHNOLOGY
Level-ll

Learning Guide-1

Unit of Competence:	Participate in Workplace Communication
Module Title:	Participating in Workplace Communication
LG Code:	EEL EMD2 07 1019
TTLM Code:	EEL EMD2 07 1019

LO 1: Obtain and convey workplace information

Instruction Sheet	Learning Guide #1

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

- Accessing Information from Source

- Listening and Speaking for Gather and Convey Information

- Media of Communication

- Communication with Supervisor and Colleagues

- Define Workplace Procedures for the Location and Storage of Information

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 source.
- Effective questioning , active listening and speaking skills are used to gather and onvey 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 Activities

1. Read the specific objectives of this Learning Guide.

2. Read the information written in the "Information Sheet __". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.

3. Accomplish the "Self-check" in page __.

Information Sheet-1	Safety requirements of equipment/tool

1. Types of Information Sources

Knowing what type of source you need will also help you find the correct source.

- **Primary**

Primary sources are firsthand accounts, those created at the time of an event by the people who directly witnessed or where involved. Photographs, letters, diaries, speeches, autobiographies and daily newspaper articles are all examples of primary sources. The advantage of using primary sources is that you get your information straight from the source. You don't have worry about misinterpretation and/or researcher bias. Primary sources can be found everywhere, even the Web -- just check to make sure the information is real. Also, keep in mind that primary sources are subject to bias just like any other source. It's very possible to have two primary sources regarding the same event that are completely different from each other.

Example: The Diary of Anne Frank

- **Secondary**

Secondary sources are those created after the event by people who weren't directly involved. This includes books and journals written by scholars as well as reference books. Secondary sources may include photographs or other primary sources and can often offer insight and research into the original event.

Example:A biography of Anne Frank written by a current scholar.

- **Tertiary**

Tertiary sources are sources that distill information from other sources. They are usually reference materials and can contain both primary and secondary sources. Tertiary sources can include: abstracts, almanacs, bibliographies, chronologies, dictionaries, encyclopedias, directories, factbooks, guidebooks, indexes, manuals, and textbooks.
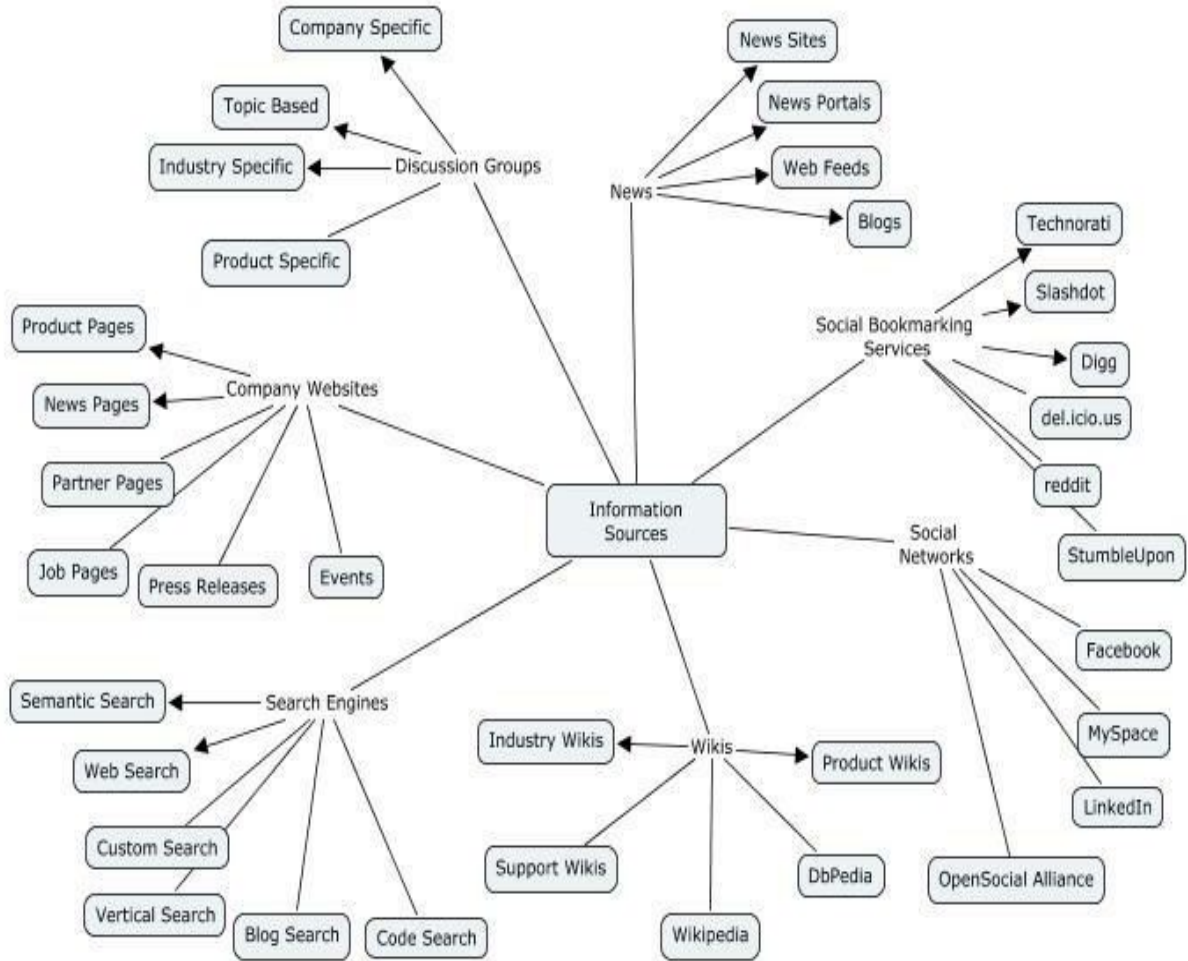
Example: An index that contains a listing of articles about Anne Frank.

1.1 Written Information Sources

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

- letters
- memos
- informal notes
- faxes
- emails
- text messages
- workplace signs
- instruction manuals

In this new age of technology, the main source of information is the internet. The illustration below shows the different information sources.

A mind map diagram with "Information Sources" at the center, branching out to:

Discussion Groups → Company Specific, Topic Based, Industry Specific, Product Specific

News → News Sites, News Portals, Web Feeds, Blogs

Social Bookmarking Services → Technorati, Slashdot, Digg, del.icio.us, reddit, StumbleUpon

Company Websites → Product Pages, News Pages, Partner Pages, Job Pages, Press Releases, Events

Social Networks → Facebook, MySpace, LinkedIn, OpenSocial Alliance

Search Engines → Semantic Search, Web Search, Custom Search, Vertical Search, Blog Search, Code Search

Wikis → Industry Wikis, Product Wikis, Support Wikis, Wikipedia, DbPedia

Name: _____   Date: _____

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

1. What are the three types of information sources? (3 pts)

2. Give at least five (5) examples of written information sources in the workplace. (5 pts)

3. What are the information sources using the web? (7 pts)

Note: **Satisfactory rating -15 points   Unsatisfactory - below 15 points**

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

2. How to Speak and Listen

Speaking and listing skills are essential for effective communication at work place.

2.1 speaking skills

Qualities to become good speaker:

- **Keep it simple**: Whatever you are speaking about, you need to be able to

express your ideas, thoughts and feelings in a manner that can be understand easily. The key principles are as follows to keep it simple:

✓   Organize your information and keep the language simple

✓   Avoid using complicated words or try to impress by using long words unless absolutely necessary

- **Being Accurate:** Accuracy   of information is absolutely important. The following points have to be considered:
    ✓ Be sure of your facts
    ✓ Choose the right words to express your facts
    ✓ Never quote something that could be challenged

- **Behaving normally:**Normal Behavior   characters are;
    ✓ Whenever speaking to others, never try to put an act.
    ✓ Be yourself.
    ✓ Speak as you normally speak.
    ✓ Behave in way that feels comfortable to you.

- **Managing your appearance;**   good appearance is important to speak confidently about yourself. Dirty shirts and greasy cloths may put wrong impression about you.

- **Managing your voices;**In managing your voices some important points to be followed:
    ✓ Manage your voices, your accents and avoid repetitive phrases.
    ✓ Never speak to fast, speak slowly and clearly
    ✓ Take plenty of pause
    ✓ Use volume that is audible to all
    ✓ Vary the tone of your voices

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 who you are talking or
- ✓ listening to
- ✓ maintain eye contact
- ✓ use polite opening and closing
- ✓ greetings
- ✓ speak clearly and at a medium
- ✓ pace
- ✓ speak in an open and neutral tone
- ✓ be straight forward and to the point
- ✓ keep the message simple
- ✓ be patient
- ✓ show interest
- ✓ use the words that the people you are talking to can understand
- ✓ listen carefully to the conversation so that you get the right message

2.2 Listening to others

Listening is an art and many of us are far too impatient to get on with our lives to listen properly to what others have to say. Most people think that the words "hearing "and listening mean the same thing, but they do not. Hearing and listening are quite different. Hearing is an automatic, reflex-like response to sounds. While listening is an action that is chosen, deliberate and needs focusing on what said. So listening is important and a core competence in the process of communication. Without it difficult to have any sort of relationship.

- **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

- **Interference with 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 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.

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.

Personal Perception - often people think they *already know* what is about to be said and so they don't bother to listen.

- **To become a good listener have in mind following points.**

✓ Be interested in what is being said.

✓ Take notes so that you will not forget what was said.

✓ Do not interrupt until the speaker takes a considerable pause or invite you do so.

✓ Help the speaker along by giving the occupational nod or smile.

✓ Do not pre-judge. Give the speaker a chance even if you are sure you will not agree with his or her views.

✓ Try not to let your mind wander, even if the subject is boring and the speaker has a really unexciting voice.

✓ Never fall asleep. It is not only extremely bad manner; it also means you will not remember very much of what was said.

| Page **8** of **42** | Federal TVET Agency Author/Copyright | TVET program title : IEMDS level II | Version -1 October 2019 |

2.3 Asking questions

Whether you are speaking yourself or listening to others, asking questions forms an important part of communication process. By asking relevant questions you can extract a good deal of information.

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 Type**

Questions can be either **open** or **closed**. In open ended question you can get general answers, in closed type questions you get answer yes or no. but both have their uses according to the information you require.

- **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.

Examples of open questions are:

- ✓ How should I sort this cabinet full of different paints?
- ✓ What training will I need to use this equipment?
- ✓ What did you mean when you asked me to check the supplies?

- **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.

Examples of closed questions are:

- ✓ Is this where I can store the boxes?
- ✓ Can I use this tool?
- ✓ Is it lunch time?

- **General points to help you get the most out of asking.**

- ✓ Wait to the right time to ask your questions.

- ✓ Ask one question at one time.

- ✓ Put your question in a way that will be easily understood.

- ✓ Wait for an answer to your question without butting in.

- ✓ Listen carefully to the answer you are given, so that you really understand it.

- ✓ If the answer does not satisfy you, ask another question.

Self-Check 2	Written Test

Name: _____   Date: _____

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

1. What are the qualities of a good speaker? (5 pts)

2. Give at least five (5) ways on how to communicate effectively. (5 pts)

3. What is the difference between hearing and listening? (2 pts)

4. List down at least five (5) barriers of effective listening. (5 pts)

5. Why do we need to ask questions in the workplace? (3 pts)

6. Give at least five (5) points in asking questions. (5 pts)

Note: **Satisfactory rating -15 points   Unsatisfactory - below 15 points**

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

Operation Sheet 1	**Tell Us About…**

PURPOSE:

To practice on how to speak in front of a group.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, pen

PROCEDURE:

1. On an A-4 sized paper write something about :
    a. Yourself (name, age, birthday, address)
    b. Your interests (favorite food, sports, movies, past time activities)
    c. The reason why you have chosen to enroll in your occupation
    d. Your future plan
2. After you have finished writing the details about yourself, show your output to your trainer.
3. Prepare yourself to share what you have written in front of the class.
4. Make sure to follow the qualities of a good speaker.

PRECAUTIONS:
Follow precautionary measures.

QUALITY CRITERIA:
   ✓ Clear and legible information
   ✓ Follow the qualities of a good speaker

Operation Sheet 2	**Listening Skills**

PURPOSE:

To practice the listening skills.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
 Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
CD or Cassette player.

PROCEDURE:

1. Your trainer will play a conversation (or a story) on a cassette player.
2. Listen very carefully on the conversation.
3. After listening, your teacher will ask you to answer some questions based on what you have heard.
4. Write your answer on a sheet of paper.

PRECAUTIONS:
Operate the cassette player with extra measures.

QUALITY CRITERIA:
✓Clear and legible information

Operation Sheet 3	**Asking Questions**

PURPOSE:

To practice on how to write and ask questions.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, pen

PROCEDURE:

1. Make a small group.
2. Choose a person whom who will interview. Preferably, one who is working in the surveying industry. Within your group, you prepare questions about the kind of work being done in the industry, career opportunities and advancement for surveyor and other topics about the surveying sector.
3. Let your trainer check your questions.
4. After checking, conduct an interview with an industry practitioner.
5. Follow the general points in asking question.
6. Prepare a written report on the outcome of the interview.
7. Be ready to share your output in the class.

PRECAUTIONS:
Avoid unnecessary activities.

QUALITY CRITERIA:
   ✓ Clear and concise questions
   ✓ Show politeness and courtesy

3. Communication Media

Communication Media is the means by which a message is communicated. Memorandum, Circular, Notice, Radio, Television, Fax, Phone are called verbal communication media. Facial expressions and body gestures are called nonverbal communication.

In communication process, the most basic form is verbal. Verbal communication consists of words –spoken or written.

Communication by using language is called verbal communication. Communication through other symbol is called non-verbal communication

        A) Verbal communication divided into – Oral and written

        B) Non- verbal communication is divided into – visual and aural

3.1 Verbal communication: Oral and Written

- ***Written Communication:***

Written communication includes memos, policy manuals, employee handbooks, company newsletters, bulletin boards, letters, and fliers. Written documents have an advantage over face-to-face communication, because messages can be revised, stored and made available when needed, and disseminated in identical copies so the same message is received by all. Written communication can be personalized for a small audience or written in a generic style that accommodates a larger audience.

    ✓ ***Letter***

is the most used form of written communication and mostly used for external communication.

Letter should be:

- Well presented

- Brief and to the point

- Accurate

- Easy to read and understand

When writing a letter decide first on the purpose of your letter and what you want to achieve. Then make a short list of the points to be covered and prepare a rough draft. Start a new paragraph for each new topic.

Your letter should contain an opening paragraph which sets the scene of the rest of the letter. The main points to be covered should be sub-divided into further paragraphs. The

final paragraph normally contains a summing- up of the contents and any recommendations. Try not to make your sentences or paragraphs too long.

It is an organizations policy to keep a copy of any letter produced and placed in relevant file for further reference. See the sample of letter format in Figure 1.

<div style="border:1px solid black; padding:1em">

<div align="center">
Marta Construction PLC
P.o.B 1569
Addis Ababa
Tele 011458899
</div>

May 20/2010
Ms Degafa
P.o.Box 5879
Adama

Dear Ms Degafa

Computer for our Office:

I would like your company to supply us computers for my office.
At present we only have 2 computers of old model. I want to replace them with new brand of computers. At present I want to buy six computers.
Can you tell me how much the cost of each computer with complete accessories? When can you deliver them to me? I expect your response soon.

Thanks,

Yours sincerely

Martha(Ms)
Construction Manager

</div>

<div align="center">Fig.1 Sample of Letter format</div>

- **_Notice_**

is required to inform the whole works in the organization or company and most common method of mass communication. It should be simple, short and understandable for every worker. It must contain all relevant information, appropriately worded and any action to be taken should be clearly explained.

Notice

May 2/2010

TO ALL EMPLOYEES

There will be meeting of all employees on Wednesday May 5,2010 to discuss the implementation of new time sheet.
Please come to the Main hall at 2:30 hrs. The meeting will last for approximately one hour.

Sisay   Kefile
General Director

Figure 2. Example of Notice

- **_Memorandum_ (memo)**

 is a more formal way of passing information from one person to
another, or from one department to another within the same organization. Most of the time instruction can be communicated by memo. The memo forms are usually small and expected to be brief and simple. Large organizations usually have their own printed memo paper to use.
A memo is similar in many ways to a letter. It is, however, less formal than a normal business letter as the people involved usually know each other.

Office Memorandum

TO :   Dbebe Mulugeta
FROM: Sisay   Kefile
SUBJECT : DATE PAINTING OF OFFICE
I am writing to advice you that Seble Painting Co. will paint your office this weekend.
Make sure that your office should be ready before the weekend.

Fig 3. Example of Office Memo

- *Circular*

is a detailed document providing information, instructions, or order on specific matter. It has a number, date and reference and signature of the authorized body. It is generally issued by government body like ministerial councils, Professional association etc.

- *Report*

is a document prepared by individual or group of persons who are entrusted with the task of collecting information, facts or data on a given subject. It requires careful collection of data, presentation of the findings and conclusion or recommendation. It can be one or more pages depending on the contents of the report.

Typical structure of report

Most reports will contain the following.

- The Title
- The introduction – stating what the report is all about
- The main body – Where all the relevant information is set out, sub-divided into paragraphs as necessary. Make sure you proceed in logical way. Leading the reader from one point to the next.
- Conclusion and any recommendation – giving a definite reason for both.
- Acknowledgements – if someone has helped you with your report, then it is polite to mention their name at the end.

- *Minutes*

are the written records of decisions taken at formal meetings. It is important to keep a detailed and accurate record of what was said and by whom. Minutes are legal documents and every member has the right to see and ask for a certified copy.

The form of the record holds:

A. Who was present at the meeting
B. Who was invited but did not come
C. When and where the meeting was held
D. Date, time and pace of meeting
E. What was agreed
F. What action taken and when

The minutes of meetings between the team members and people from outside the team are generally more formal. They will contain all the above and:

- ✓ Can have number of paragraphs and subsections for future reference
- ✓ Make limited use of name
- ✓ Use short sentences which record the core of what was said, who said it and what was decided.

For every meeting there should be one chair –person or co-coordinator that can facilitate and co-ordinate the meeting.

The chair person needs to be able to:

- summarize

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- question
- encourage
- co-ordinate what is going on in the meeting
- put people at ease, listen, set standards and resolve conflict.

Participants of the meeting should have the following qualities to be effective:
- Speak clearly and concisely
- Listen actively
- Negotiate and compromise
- Cope with stress yet avoid destructive conflict
- Demonstrate independent judgment
- Be creative and innovative and
- Carry out tasks and assignments resulting from the meeting with thoroughness and vigor.

✓ *Email*

Somewhere between verbal and written communication
Easy for the recipient to misinterpret the message

Three Simple Guidelines for More Effective Email are:
- ✓ Write precisely,
- ✓ Format intelligently and
- ✓ Follow through.

3.1.2 Oral Communication

It is the chief means of conveying message. Speeches, formal one-on –one and group discussions, the informal rumor or grapevine are popular forms of oral communication. Oral Communication's advantages
- ✓ Provide a better opportunity for feedback
- ✓ It takes less time
- ✓ Depends on voice, tone, gesture and expression

3.1.3 Nonverbal Communication

People communicate in many different ways. What a person says can be reinforced (or contradicted) by nonverbal communication, such as **facial expressions** and **body gestures**. Nonverbal communication is expected to support the verbal, but it does not always do so. Clearly, nonverbal communication may support or contradict verbal communication, giving rise to the saying that actions often speak louder than words.

Self-Check 3	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. Written records of decisions taken at formal meetings.
   a. report   b. minutes   c. circular   d. memo

2. Prepared by individual or group of persons who are entrusted with the task of collecting information, facts or data on a given subject.
   a. report   b. minutes   c. circular   d. memo

3. Detailed document providing information, instructions, or order on specific matter.
   a. report   b. minutes   c. circular   d. memo

4. Formal way of passing information from one person to another, or from one department to another within the same organization.
   a. letter   b. minutes   c. circular   d. memo

5. Most used form of written communication and mostly used for external communication.
   a. report   b. minutes   c. letter   d. memo

6. What are the contents of a report. (5 pts)

   _____
   _____
   _____
   _____

7. What are the advantages of oral communication. (3 pts)

   _____
   _____
   _____

8. Give to examples of non verbal communication. (2 pts)

   _____

Note: Satisfactory rating -15 points   Unsatisfactory - below 15 points
You can ask you teacher for the copy of the correct answers

Page **19** of **42**	Federal TVET Agency Author/Copyright	TVET program title : IEMDS level II	Version -1 October 2019

Operation Sheet 4	**How to Prepare A Business Letter**

PURPOSE:

To write a business letter.
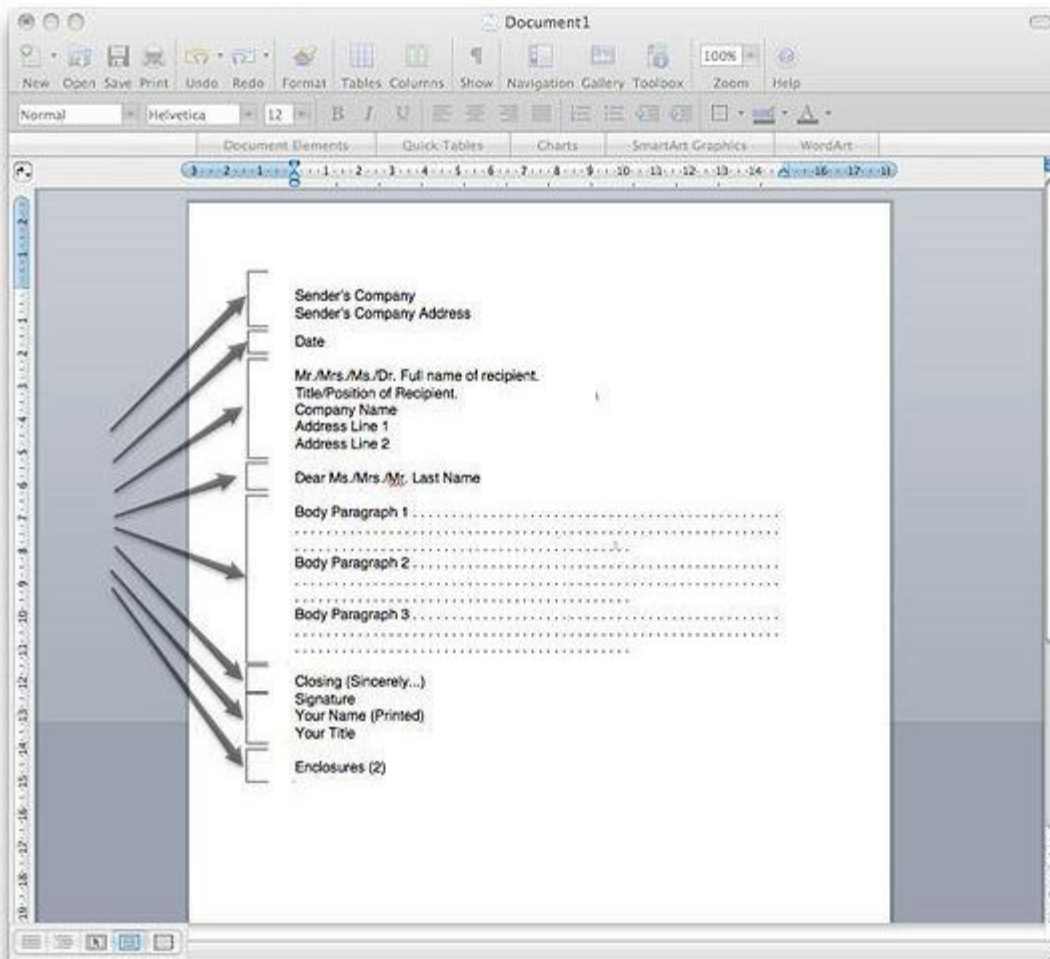
CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
 Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, pen, computer with Microsoft Office

PROCEDURE:

1. Know the format. Whatever the content of your letter, visually it should resemble the picture below. Note that business letters are composed in common fonts such as Arial or Times New Roman, and that they are justified to the left. Most employ block paragraphing - i.e., to start a new paragraph, hit "return" twice and don't use an indent.

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a. **Letterhead**. Include the sender's company and the company address; if you're self-employed or an independent contractor, add your name either in place of the company name or on top of it. If your company has pre-designed letterhead, use this; otherwise, simply typing the information at the top of a blank sheet will suffice.

b. **Date**. Writing out the full date is the more professional choice - either "April 1, 2012" or "1 April 2012."

c. **Recipient**. Write out the recipient's full name, title (if applicable), company name, and address in that order. If necessary, include a reference number.

d. **Salutation**. The salutation is an important indicator of respect, and which one you use will depend on whether you know who you are writing to, how well you know them and the level of formality in your relationship. Employ "To Whom It May Concern" *only* if you don't know whom, specifically, you're addressing. If you're writing to a single-gender group, use "Dear Sirs/Madams"; if the group is mixed-gender, use "Dear Sir(s) and Madam(s)," keeping or discarding the "s" based on the number of sirs or madams. If you do not know the recipient well, "Dear Sir/Madam" is a safe choice; you may also use the recipient's title and last name, e.g. "Dear Dr. Kebede." If you know the recipient well and enjoy an informal relationship with him or her, you may consider a first-name address, e.g. "Dear W/ro Meseret." If you are unsure of the recipient's gender, simply type the whole name, e.g. "Dear Ato Befikadu." Don't forget a comma after a salutation or a colon after "To Whom It May Concern."

e. **Body paragraphs**. These will be discussed further in later steps.

f. **Closing**. The closing, like the salutation, is an indicator of respect and formality. "Yours sincerely" or "Sincerely" is generally a safe bet; also consider "Cordially," "Respectfully," "Regards" and "Yours Truly." Slightly less formal but still professional closings include "All the best," "Best wishes," "Warm regards," and "Thank you." Use a comma after your closing.

g. **Signature**. Leave about four lines empty for your signature. Sign the letter after you've printed it or, if you're sending it via email, scan an image of your signature and affix it to this part of the letter. Blue or black ink is preferred.

h. **Name and contact information**. Beneath your signature, type your name, phone number, email address and any other applicable means of contact. Give each piece of information its own line.

i. **Enclosures**. If you've enclosed additional documents for the recipients review, note this a few lines beneath your contact info by noting the number and type of documents, e.g. "Enclosures (2): resume, brochure."

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2. **Strike the right tone**. Time is money, as the saying goes, and most businesspeople hate to waste time. The tone of your letter, therefore, should be brief and professional. Make your letter a quick read by diving straight into the matter and keeping your comments brief in the first paragraph. For instance, you can always start with "I am writing you regarding..." and go from there. Don't concern yourself with flowery transitions, big words, or lengthy, meandering sentences - your intent should be to communicate what needs to be said as quickly and cleanly as possible. To tighten your copy, avoid <u>passive verbs</u> and try not to editorialize. When writing the body of your letter, consider the "7 C's

Dear Ms./Mrs./Mr. Last Name

The primary goal of any project is to meet the original requirements. The response provided by the top management consulting firms should indicate exactly how they are going to do that for every item detailed in the requirements document. The more specific these requirements, the higher quality result this will generate....|

Closing (Sincerely...)

- Be **clear:** Let your reader know exactly what you are trying to say. Your reader will only respond quickly if your meaning is crystal clear. In particular, if there is some result or action you want taken because of your letter, state what it is.
- Be **conversational:** Letters are written by people to people. Avoid form letters if possible - you cannot build a relationship with canned impersonal letters. However, stay away from colloquial language or slang such as "you know," "I mean" or "wanna". Keep the tone businesslike, but be friendly and helpful.
- Be **courteous:** Even if you are writing with a complaint or concern, you can be courteous. Consider the recipient's position and offer to do whatever you can, within reason, to be accommodating and helpful.
- Be **concise** and to the point: When writing a business letter, explain your position in as few words as possible.
- Be **correct.** Take the time to make sure you have the facts straight before putting them in writing. Check your spelling and grammar, too, or have someone check them for you.
- Be **convincing.** Most likely the purpose of your letter is to persuade your reader to do something: change their mind, correct a problem, send money or take action. Make your case.
- Be **complete.** Don't omit necessary information.

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3. Wrap it up. In the last paragraph, summarize your points and clearly outline either your planned course of action or what you expect from the recipient. Note that the recipient may contact you with questions or concerns, and say thank you for his or her attention to the letter/matter at hand.


4. Check the spelling and grammar. Presentation is a key element of being professional. Make sure that the recipient will easily be able to see you as capable and in charge by editing your letter for errors. Run spell check on your word processor, but also give the letter a thorough read before you send it.

5. Post the letter. Send the email or, if you're sending the letter via post, find a clean envelope. (If available, use one with the company logo printed on it.) Neatly print your return address and the recipient's address. If you feel like your handwriting is messy and doesn't match your professional persona, type the addresses in your word processor next run the envelope through your printer. Fold the letter into thirds, such that you unfold the top flap, then the bottom flap. Make sure you affix sufficient postage, and send it off.
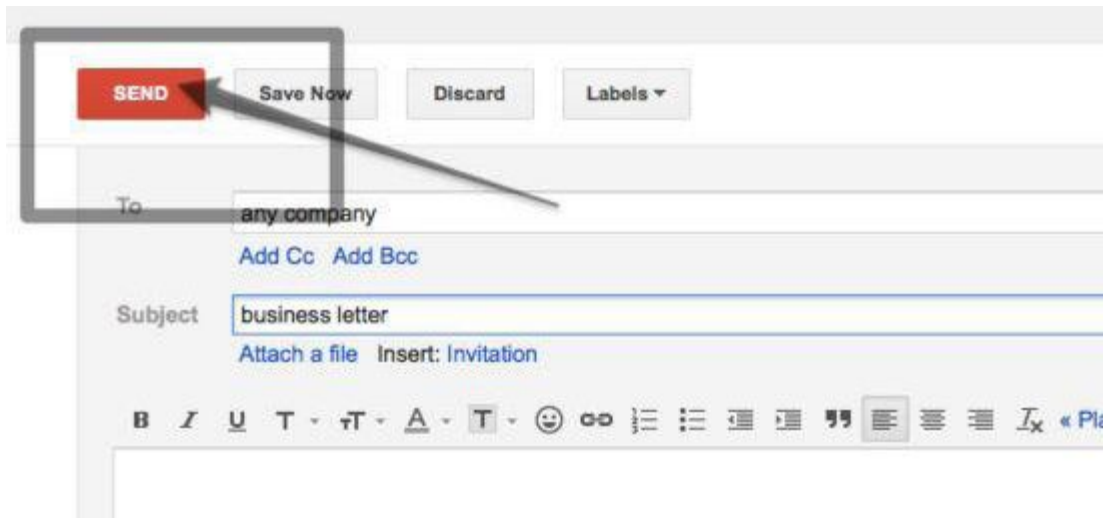
PRECAUTIONS:

- Avoid unnecessary activities.
- Check the connections of the computer
- Don't employ too much flattery.
- Don't be too blunt and forceful in your tone.

QUALITY CRITERIA:

- ✓ Clear and legible information
- ✓ Correct format

4. Line of communication network

In an organization, there are a number of channels or paths connecting various positions for the purposes of communication. The sum-total of these channels is referred to as communication network or line of communication.

There are two types of channels namely;

- Formal and
- Informal

4.1 Formal Communication

The formal channel is deliberately created path for flow of communication among the various positions in the organization.
In the formal communication channel:

- The information flows smoothly, accurately and timely
- Filtering of information to various points is possible.

Communication network may again be designed on the basis of single or multiple channels. A single channel communication network prescribes only one path of communication for any particular position and all communications in that position would have necessarily to flow through that path only. This is superior-subordinate authority relationships and its implication is that all communications to and from a position should flow through the line of superior or subordinate only.

- **Advantages of single channel of communication:**
  - ✓ it does allow for flow of essential information
  - ✓ it can reduce channels of miscommunication
  - ✓ provides for closeness of contact
  - ✓ Fixation of responsibility in respect of activities carried out by a person in
  - ✓ the organization.

- **Limitations of single channel of communication:**
  - ✓ bottlenecks in the flow
  - ✓ enhancing organizational distance
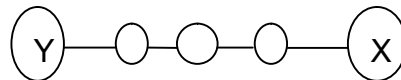 - ✓ greater possibilities of transmission errors

Multiple channels provide a number of communicating channels linking one position with various other positions.

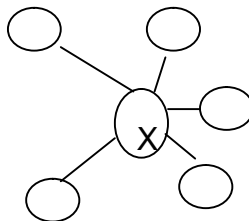## 4.2 Informal Communication or Grapevine

Informal communication is the method by which people carry on social, non-programmed activities within the formal organization. It exists outside the official network, though continuously interacting with it. This informal channel is generally multiple in natures: same person having social relationships with a number of people working in the same organization. The informal channel of communication, also known as grapevine, is the result of the operation of social forces at work place.

4.2.1 Types of Grapevine

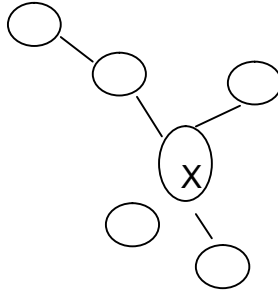- Single strand network -the individual communicates with other individuals' through intervening persons.

- gossip network- the individual communicates non-selectively

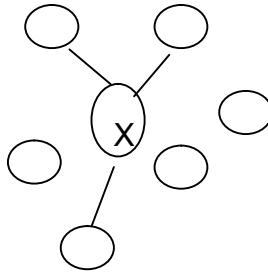|		
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- probability network -the individual communicates randomly with other individuals according to the law of probability

- cluster network the -individual communicates with only those individuals whom he trusts

4.2.2 Communicating With Your Supervisor

The way in which supervisors communicate with their employees has as much to do with their unique personality as their managerial style. For example, you may have a supervisor who is stern and direct, telling you what to do and how to do it - clearly communicating expectations. Or, you may have a "hands-off" supervisor who will give you an idea of what to do with no clear distinction on how to go about doing it. You may work best with a certain type of supervisor, but learning to communicate effectively with your supervisor is crucial to your workplace success - whatever their managerial style happens to be.

a. Accepting Instruction from Your Supervisor

A supervisor's primary function is to **direct** and **instruct** their employees.

- **When accepting instruction from our supervisor:**
  - ✓ Keep a positive attitude. Remember, it's their job to tell you what to do.
  - ✓ Take notes if necessary.
  - ✓ Ask probing questions when they are through with their explanation.
  - ✓ Ask for resources such as manuals, other people, and web sites. They might know of such resources but neglect to mention them.
  - ✓ If your questions are met with unclear answers and explanations, don't panic.

Your researching skills will help you get the job done. If appropriate, use your coworkers as resources. Expect a little trial and error with each new job and task.

- **Following Written Instructions**
  - ✓ 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.

- **Following Spoken Instructions**
  - ✓ When following spoken instructions, it is absolutely essential that you listen.
  - ✓ Ask questions if you are uncertain about particular steps.
  - ✓ 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.
  - ✓ 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 (supervisor).

This will give you a chance to ask questions and check other things as you work through the job.

- **Explaining a problem to your supervisor**

It can be difficult to explain a problem to your supervisor without displaying angry, confrontational, whiny, or desperate behavior. Displaying such behavior will only undermine your supervisor's willingness to listen to your problem.

- **When explaining a problem to your supervisor:**
  - ✓ Ask your supervisor (when they are alone or via email) if they have some time to talk. Don't specify what it's in regards to. Estimate the amount of time you'll need.
  - ✓ State the problem calmly and clearly.
  - ✓ Make a request.
  - ✓ Get feedback.
  - ✓ Consider the next step.
  - ✓ Follow up.

C.Asking for Help from a Coworker

Let's say you're working on a particular project and your supervisor has mentioned a coworker who may be able to help you. Or, you're having some trouble with a project and know of a coworker who has some expertise in that area.

- **When asking for help from a coworker:**
  - ✓ Assume that they are busy people with their own tasks.
  - ✓ Ask them if they have time to talk about something you're working on.
  - ✓ Don't ask for much time - 15 minutes maximum.
  - ✓ Mention what you're working on and any problems or questions you might have.
  - ✓ Be specific in your request for help. Don't ask for too much.
  - ✓ Don't expect them to do your job for you.
  - ✓ If they resist, be courteous and thank them for their help.
  - ✓ If they are helpful, try to return the favor. For example, offer your expertise on a project, bring them a small gift such as an office plant, treat them to coffee, etc.
  - ✓ Thank them again at a later time when they don't expect it.
  - ✓ Positive communication fosters strong workplace friendships and mentoring relationships.

Self-Check 4	**Written Test**

Name: _____   Date: _____

I. *DIRECTIONS:* Answer all the questions listed below.

1. What are the two (2) types of communication channels? (2 pts)

_____

2. What are the advantages of single channel of communication? (4 pts)

_____

_____

3. What are the four (4) types of informal communication? (4 pts)

_____

_____

II. *TRUE or FALSE*: Write **AWE** if the statement is true and **AYE** if the statement is false. Then **BOX** the word/s that makes the statement wrong.

_____ 1. It is the primary function of the supervisor to give instruction to his employees.

_____ 2. Taking notes while the boss is giving instructions will help to accomplish the given task.

_____ 3. Non verbal communication, such as frowning and making faces, while the supervisor is giving instruction is an advantage.

_____ 4. Asking questions to your supervisor will make you look ignorant.

_____ 5. Before completing the written task, it is better to read all the instructions first.

_____ 6. Repeating instructions back to the instructor will create annoyance.

_____ 7. Being polite and courteous while explaining a problem to your supervisor will poster good result.

_____ 8. In asking help from a coworker, always think that they also have their own job.

_____ 9. Appreciate the help of your coworkers by thanking them or by giving small gifts.

_____10. Expect that your coworker will do your job for you.

Note: **Satisfactory rating -20 points   Unsatisfactory - below 20 points**
You can ask you teacher for the copy of the correct answers.

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Operation Sheet 5	**Receiving and Following Instructions**

PURPOSE:

To demonstrate the proper communication to supervisor and colleague .

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
 Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, pen, props for the role play

PROCEDURE:

1. Make a small group.
2. Work on a role play that demonstrate on how to receive spoken instructions, written instructions and asking help from a coworker.
3. Present your role play in the class.

PRECAUTIONS:
Avoid unnecessary activities.

QUALITY CRITERIA:
- ü Demonstrate the proper attitude in receiving and following instructions
- ü Show politeness and courtesy

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5. Location and Storage of Information

We need to use all kinds of information at work, and when it is not being communicated from one person to another, it may need to be stored in a place from which it can easily be retrieved.

Why We Need To Store Information?

We need to store information in order for it to be readily available when required. If important documents are lost, time is wasted in searching them. If they cannot be found, communication breaks down and a chain of serious problems can result. In the business world this means that information needs to be put in some sort of storage system where it can be located and retrieved easily.

- **Decide How to Store**

There are three main ways of storing information, using:

- ✓ A manual filing system
- ✓ A microfilm filing system
- ✓ An electronic or computerized system.

Whichever way is chosen, the main aims should be:

- ✓ to keep the system as simple as possible, so that everyone can use it
- ✓ to file regularly so that files are kept up to date, and
- ✓ to protect documents from damage.

When deciding which system to use, keep the following in mind:

- ✓ The system must be quick and simple to operate.
- ✓ The files should be easily accessible
- ✓ The system should be suitable for the type of business documents to be
- ✓ placed in it.
- ✓ The system should be capable of expansion.
- ✓ The system should be capable of safeguarding documents, including

confidential information.

5.1 Manual Filing System

A manual filing system means one in which papers is stored by hand in filing cabinets, in folders, on shelves, in box files, lever arch files *etc.*

- **Filing System**

With a **centralized filing system**, all the files for the whole organization are stored in one place, which is usually manned by specialized staff.

- **Advantages of a centralized system.**

  ✓ All the files are kept together.
  ✓ Specialized staff is likely to be more efficient.
  ✓ A standardized system will be used throughout.
  ✓ Duplication of filing equipment is reduced.
  ✓ Documents are accessible to all departments all the time.

With a **departmentalized filing system**, each department has its own files which everyone in that department has access to.

- **Advantages of a departmental system**

  ✓ The files are more readily available to each department.
  ✓ Different filing systems can be adapted for different departments.
  ✓ More suitable for confidential files.
  ✓ A smaller system can be easier to operate.
  ✓ Departmental staffs, who know their department well, will be expert at filing their own papers.

Once the decision has been taken on where to locate the files, the actual equipment to be used is the next point to consider.

- **Methods of Manual Filing**

The **vertical method** is the most popular way of filing. The files are suspended in an upright position in drawers of metal filing cabinets. The contents of the files are listed on strips which are placed on the top edge of each file. The documents are kept clean and dust-free and are easily accessible. Filing cabinets, although expensive to buy and equip, last for many years and are very easy to use.

Care should be taken when opening the drawers of filing cabinets. If you pull open a fully loaded top drawer too suddenly, or open more than one drawer at a time, there is a chance that the cabinet will tip over.

With **lateral filing** the files are suspended from rails in horizontal rows on racks or shelves, rather like books on a bookshelf. Where space is limited lateral filing is a good idea, as there are no filing drawers to open and the shelves or racks can be built right up to the ceiling if necessary.

One of the main disadvantages of this system, however, is that usually the files are not protected from dust and dirt and high shelves can pose problems for the staff involved in getting the files down.

- **Alphabetical or numerical filing**

The final decision to make is whether to file the documents in alphabetical order, by number, or maybe a combination of both.

The alphabetical system is quick and simple to operate. All staff, including temporary workers, can quickly learn what to do. Files should be placed in correct alphabetical order according to organization name or, if there is not an organization name, the individual name. Occasionally, for instance in a planning office, files may be placed alphabetically according to road, town or county, or they may be grouped by subject, *eg* static caravans, trousers, motor homes, and tents.

Examples of alphabetical order

Private names
Admasu
Balcha
Dadi

Geographical
Addis Ababa
Dire Dawa
Hawassa

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Company names
Auto Motors Ltd
General Motors
Red Lion Hotel
Z Furnishers

Subject
Advertising
Personnel

- **Numerical filing**

With numerical order, each name, document or folder is given a number and they are then placed in consecutive number order. Often this system incorporates an index where an alphabetical list is kept too in case the number of the required file is not known.

The numerical system is easily capable of expansion as numbers can go on forever, but it can be more complicated to operate than the alphabetical system, particularly if a separate index is used.

- **Effective Filing**

There are then a few basic tips to remember for successful filing:
- ✓   Make sure that the documents have been released for filing.
- ✓   Sort and group the documents before starting to file
- ✓   Place the documents carefully in the file so that they do not crease or
- ✓ become tatty.
- ✓   Ensure that the correct documents are placed in the correct file.
- ✓   Never attach paper clips to documents being placed in a file as these clips
- ✓ can become loose or tangled up with other documents. Staple papers
- ✓ together if necessary.
- ✓   It is best to arrange the documents within a file in date order, so that the most recent is on top, but check first to make sure this is correct policy.
- ✓ 'Thin out' bulky files from time to time, but only when you have authority to do so.
- ✓ Lock the filing cabinets if you are asked to do so.
- ✓ File daily so that the system is always up to date.

5.2 Using Microfilm and Electronic Filing System

- **Microfilming**

Microfilming is the filing of documents that have been photographed, developed on film in greatly reduced size and printed on plastic strips or cards. An A4 sheet of information can be reduced to a tiny size. If the document needs to be read, a viewfinder is used to enlarge the image on the screen. If a hard copy (paper copy) is required, the enlarged image can be reproduced.

- **Electronic filing**

Electronic systems of filing, such as word processors and computers, enable documents to be filed on a computer storage medium. There are many ways of storing information on computers; technology is advancing all the time.

Common ways of storing documents on microcomputers include the use of floppy, hard disks and flash disks. A floppy disk and flash disk are portable; in other words, they are removed from the machine, and have to be inserted to call up files on it. The hard disk is the computer's built in storage facility; files on the hard disk can be accessed at any time

Locating and Presenting Information

In any organization, information needs to be found (accessed) every working day. The filing system is the place to begin your search for information.

- When removing a file from a manual filing system, make sure you always fill in an absent card. On this card you should record the date taken, the file number or name, and your name.
- When you return the file you should fill in the date returned. That way, if someone else needs the file in a hurry they will know who to come to.
- Always be careful when handling files.
- Do not change the order of the documents, unless they were incorrectly filed in the first place.
- Take care not to drop anything out of files. Return files as promptly as possible.
- If you are obtaining a file for someone else and you think it could be needed elsewhere, or the person concerned is not very careful with papers, then, with that person's approval,
  .

Self-Check 5	Written Test

Name: _____   Date: _____

I. *DIRECTIONS:* Answer all the questions listed below.

1. Why is it necessary to store information? (2 pts)

_____

2. What are the three (3) aims of storing information? (3 pts)

_____

3. Differentiate the three ways of storing information. (6 pts)

_____

_____

_____

4. Compare and contrast the centralized and departmental systems of filing. (4 pts)

_____

_____

5. Compare and contrast vertical and lateral manual filing systems. (4 pts)

_____

_____

6. Give at least six (6) points to consider in locating and presenting files. (6 pts)

_____

_____

_____

_____

_____

Note: **Satisfactory rating -25 points   Unsatisfactory - below 25 points**
You can ask you teacher for the copy of the correct answers.

PURPOSE:

To file folders alphabetically .

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, Alphabetic separator, file folders, pen/marker

PROCEDURE:

1. Insert alphabetic separators into your file drawer. These separators are generally large file folder holders with a tab that sticks up on top of the folder. Each tab will have a letter of the alphabet on it, indicating which file should be stored within its space.

2. Separate out your folders into piles. Each pile should be for one letter of the alphabet. All the files beginning with the letter "A" should be in the first pile, and so on.

3. Organize the "A" pile in alphabetical order. Begin with the second letter in the file name. Place the "Aa" files first, then the "Ab" files, then the "Ac" files and continue on in this manner. If there is more than one file with a two-letter designation, put them in order according to the third letter in the name.

4. Place all of the "A" files into the "A" file holder in the file drawer. Do the same with all of the other letters of the alphabet and their corresponding files.

5. Add any new files in the correct place in each file holder. Do not simply place new "B" files in the front in the "B" holder. Search through the file in order to find the correct place in the collection of files to store the new file.

PRECAUTIONS:

Make sure to mark each file folder using the same system. All patients must have last name and first name, or all house listings filed by street name, for example, are good ways to mark each file.

QUALITY CRITERIA:

- ✓ Demonstrate the proper attitude in receiving and following instructions
- ✓ Show politeness and courtesy

Operation Sheet 6	**How to Create a Filing System for an Office**

PURPOSE:

To create a filing system for an office/bureau.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
Documents to be filed, Alphabetic separator, file folders, pen/marker, drawer, index cards

PROCEDURE:

1**.** Create a list of categories for your files. Categories can include:
Bills
Receipts
Invoices
Client information
Legal documents
Now, sort through all paperwork and sort by your categories.
2. Use the categories you created to start filing paperwork. Label file folders with the appropriate category names. Label drawers in your filing cabinet with the category name so files can be easily located.
3. Create an indexing system instead of using category names. Indexes can be numbered or alphabetical depending on the type of paperwork you have. Seasonal, monthly, or quarterly indexes can be created as well.
4. Place files in folders (by date or alphabetical order if necessary) and add new files to your filing system daily to avoid misplacing important documents.
5. Clean out files twice a year and remove files that are no longer needed. Store old files in another area to avoid confusion.

PRECAUTIONS:
Maintain your filing system so all important paperwork can be found at any time

QUALITY CRITERIA:
    ✓ Documents are properly filed according to their categories.
    ✓ Neat and organized filing system.

LAP Test _	**Practical Demonstration**

Name: _____   Date: _____

Time started: _____   Time finished: _____

Instructions:

You are required to perform the following:

1. Assume that you are assigned by your boss through e-mail to conduct a survey of the roads in a remote woreda, but the details of the job were not clearly given .
    a. Make a list of questions that you would like to ask from your boss about the details of the job.
    b. Prepare a letter of request to the Carpool Manager for a car service.

2. Create a filing system for your office documents.

3. Request your teacher for evaluation and feedback

Acknowledgement

The FEDERAL TVET BUREAU wishes to extend thanks and appreciation to the trainers who donated their time and expertise to the revised of this
Out Come Based Curriculum and TTLM for the TVET Program
Industrial electrical machine drive technology
Level - II.

Moreover, we are pleased to appreciate and thank ALL REGIONAL TVET BUREAU Human

Resource office programmers for active facilitation of the revision of the curriculum.

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TVET program title : IEMDS level II

Version -1
October 2019