



Poultry Production

NTQF Level - II

Learning Guide #1

Unit of Competence: - Participate in Workplace
Communication

Module Title: - Participating in Workplace
Communication

LG Code: AGR PLP2 M01 LO1-LG-1

TTLM Code: AGR PLP2 TTLM12 19v1

LO 1: Obtain and convey workplace information



Instruction Sheet	Learning Guide #-01
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Accessing Specific and relevant information from appropriate sources
- Using effective question, active listening and speaking skills to gather and convey information
- Using appropriate medium to transfer information and ideas
- Using appropriate non- verbal communication.
- Identifying and following appropriate lines of communication
- Carry out personal interaction clearly and concisely

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 question, 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
- 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 6.
3. Read the information written in the “Information Sheets 1,2,3,4,5 and 6” in page 3,6,9,11,16 and 20. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1,2,3,4, 5 and 6” in page 5,8,10,15,19 and 22.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the “Self-check 1,2,3,4, 5 and 6”).
6. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet #1	Accessing Specific and relevant information
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1.1. What is communication?

- Communication is simply the act of transferring information from one place, person or group to another.

1.2. Communicating information for work

- Workers must be able to communicate information to work effectively. Information is communicated in two directions – sometimes you receive information and sometimes you convey it. You communicate regularly with your employer or supervisor and your co-workers. You might also communicate with customers and suppliers, contractors, local government employees, or other people from outside your workplace.

1.2.1. Gathering information

- Every day, you have to gather information that you need for your work. Some information comes from your supervisor, co-workers, clients, suppliers and other people you speak with each day. Some information, such as work rosters, vehicle logbooks, or telephone messages, comes in written form. You might also gather information from your own observations by, for example, looking at a rain gauge, or checking supplies of materials.

Obtaining information efficiently means:

- Knowing where to find correct, up-to-date information
- Collecting it according to the organization's policies and procedures
- Forwarding it to the correct people
- Responding within a given time line, which is sometimes specified or you may already know what it is.
- If you don't know how to do some of these things, you can waste a lot of time. You may look in the wrong places, find unnecessary information, operate equipment incorrectly and deliver the information too late.
- Each time you are about to start collecting information, you should think about how you could complete the task in the most efficient way.
- If you have trouble finding the requested information or if you are asked to work on something else, you must remember to keep the person who requested the

information informed. They are relying on you and need to know if you cannot meet their expected time line and deliver the material as requested

1.2.2. Information source

- Letters, memos, Plans, internet website, faxes , emails, newsletters, work notes, order sheets, SMS, industry magazines
- Listening
Quite a lot of information is collected by listening to someone. You can listen to the other person.
 - Face to Face
 - By telephone
 - By radio



- Observing

You can also collect information by observation. 'For instance, you might:

- Count items of stock
- Check the condition of equipment or poultry
- check a thermometer, hygro- meter gauge
- watch a TV program or DVD.

1.2.3.The Information Access Process

A person engaged in an information seeking process has one or more goals in mind and uses a search system as a tool to help achieve those goals.

Goals requiring information access can range quite widely, from finding a plumber to keeping informed about a business competitor, from writing a publishable scholarly article to investigating an allegation of fraud.

There are two ways you can request the information:

- Going to the Office (using physical form or mail).
- Online using www.portaltransparencia.cl or the institutional website



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

- 1) What is communication? 5pts
- 2) List of source workplace Information? 5pts

Note: Satisfactory rating - 5 points

Unsatisfactory - below 5 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Question



Information Sheet #2	Using effective question, active listening and speaking skills to gather and convey information
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1. Listening

Listening is more than hearing, and it requires some effort. It involves nonverbal communication as well. When people are giving you instructions, you need to listen carefully so that the job is done safely and accurately. By being a good listener, you will follow instructions more accurately and reduce the risk of accidents.

Employees who listen well tend to work better. Listening is twice as important as talking and one big important part of effective communication skills in business. Listening should not be taken for granted. Do not just sit back, barely awake, letting the speaker's words wash over you. The more you listen well, the better you receive the information



As a listener you should:

- Make eye contact with the speaker
- Respond appropriately
- No interruptions, please
- listen for people's feelings
- Examine your body language

2. Speaking

A lot of workplace communication involves asking questions or responding to inquiries. To get the answers you want, you have to ask the right questions. Be specific about what you need to find out so that the other person understands clearly. If you need to ask a number of questions, it will help you to remember them all if you write them down first. Speak slowly and clearly so that you are heard and understood the first time. The other person must be able to pay full attention to what you are saying, so choose a time that is mutually convenient. If you need to know the answer urgently, you might have to interrupt. Just make sure you explain that it is important. Before you ask a question of anyone, think about.

- what exactly you want to know?



- What is the best way to ask?
- what is the best time to ask?

Choosing the right way to share information depends on the needs and interests of the other person, not just on what you want to say. When sharing information:

DO	DON'T
stand or sit up straight make eye contact smile and greet the other person listen and observe carefully speak clearly get straight to the point.	<ul style="list-style-type: none"> • slouch • look around • read the newspaper & pretend you haven't noticed anyone • interrupt or be distracted • mumble • waffle.



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

- 1) What is use of speaking?5pts
- 2) What should be follow as a listener?5pts

Note: Satisfactory rating - 5points

Unsatisfactory - below 5 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Question



Information Sheet #3	Using appropriate medium to transfer information
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1. Introduction

An important part of your job is to pass on information to other people. Lots of messages and instructions that you receive in person, or by telephone or radio, have to be passed on to someone else. You could use the phone or a written note to pass on the information, or you could speak to the other person face to face.

Much of the time you will be communicating with co-workers or your supervisor, but you might also have to talk to clients. Anyone that you provide with a product or service is your client. You can have both internal and external clients. Internal clients are the people you deal with in other sections of your workplace. External clients are customers, suppliers, industry bodies, government employees, contractors or anyone else in your industry network.

There is good reason for you to communicate courteously and clearly with all these people. You have to get along with the people at your workplace, and you can do that better if you treat them with respect and help them as much as you can. When you are dealing with people from outside your workplace, you are representing your employer and you need to present a good image.

1.1. Medium of transfer information

A. Communicating face to face

- Communicating face to face with other people involves:
 - 1) listening
 - 2) Speaking
 - 3) Observing being observed
- When you are face to face with another person, you don't just hear the words they say you also hear their tone of voice, see what they look like and watch how they behave. At the same time, they can hear, see and watch you.



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

- 1) What are the appropriate mediums to transfer information? 6pts

Note: Satisfactory rating - 3points

Unsatisfactory - below 3points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

Information Sheet #4

Using appropriate non – verbal communication

1. Introduction



To communicate well means to understand and be understood. Knowing the right methods of communications is as important as having effective communication skills.

A. What is body language?

While the key to success in both personal and professional relationships lies in your ability to communicate well, it's not the words that you use but your nonverbal cues or “body language” that speak the loudest. Body language is the use of physical behavior, expressions, and mannerisms to communicate nonverbally, often done instinctively rather than consciously.

Whether you're aware of it or not, when you interact with others, you're continuously giving and receiving wordless signals. All of your nonverbal behaviors—the gestures you make, your posture, your tone of voice, how much eye contact you make—send strong messages. They can put people at ease, build trust, and draw others towards you, or they can offend, confuse, and undermine what you're trying to convey. These messages don't stop when you stop speaking either. Even when you're silent, you're still communicating nonverbally.

In some instances, what comes out of your mouth and what you communicate through your body language may be two totally different things. If you say one thing, but your body language says something else, your listener will likely feel that you're being dishonest. If you say “yes” while shaking your head no, for example. When faced with such mixed signals, the listener has to choose whether to believe your verbal or nonverbal message. Since body



language is a natural, unconscious language that broadcasts your true feelings and intentions, they'll likely choose the nonverbal message.

However, by improving how you understand and use nonverbal communication, you can express what you really mean, connect better with others, and build stronger, more rewarding relationships.

B. Why does nonverbal communication matter?

Your nonverbal communication cues—the way you listen, look, move, and react—tell the person you're communicating with whether or not you care, if you're being truthful, and how well you're listening. When your nonverbal signals match up with the words you're saying, they increase trust, clarity, and rapport. When they don't, they can generate tension, mistrust, and confusion.

If you want to become a better communicator, it's important to become more sensitive not only to the body language and nonverbal cues of others, but also to your own.

C. Non-verbal communication can play five roles

- **Repetition:** It repeats and often strengthens the message you're making verbally.
- **Contradiction:** It can contradict the message you're trying to convey, thus indicating to your listener that you may not be telling the truth.
- **Substitution:** It can substitute for a verbal message. For example, your facial expression often conveys a far more vivid message than words ever can.
- **Complementing:** It may add to or complement your verbal message. As a boss, if you pat an employee on the back in addition to giving praise, it can increase the impact of your message.
- **Accenting:** It may accent or underline a verbal message. Pounding the table, for example, can underline the importance of your message.

D. Types of nonverbal communication

1. Facial expressions.

- The human face is extremely expressive, able to convey countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.



Fig. universal facial expression

2. Body movement and posture.

- Consider how your perceptions of people are affected by the way they sit, walk, stand, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and the subtle movements you make.

3. Gestures.

- Gestures are woven into the fabric of our daily lives. You may wave, point, beckon, or use your hands when arguing or speaking animatedly, often expressing yourself with gestures without thinking. However, the meaning of some gestures can be very different across cultures. While the OK sign made with the hand, for example, conveys a positive message in English-speaking countries, it's considered offensive in countries such as Germany, Russia, and Brazil. So, it's important to be careful of how you use gestures to avoid misinterpretation.

4. Eye contact.



- Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation and for gauging the other person's interest and response.

5. Touch.

- We communicate a great deal through touch. Think about the very different messages given by a weak handshake, a warm bear hug, a patronizing pat on the head, or a controlling grip on the arm, for example.

6. Space.

Have you ever felt uncomfortable during a conversation because the other person was standing too close and invading your space? We all have a need for physical space, although that need differs depending on the culture, the situation, and the closeness of the relationship. You can use physical space to communicate many different nonverbal messages, including signals of intimacy and affection, aggression or dominance.

7. Voice.

It's not just what you say, it's how you say it. When you speak, other people "read" your voice in addition to listening to your words. Things they pay attention to include your timing and pace, how loud you speak, your tone and inflection, and sounds that convey understanding, such as "ahh" and "uh-huh." Think about how your tone of voice can indicate sarcasm, anger, affection, or confidence.



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

1. What is body language? 2pts
2. Why does nonverbal communication matter? 2pts
3. Explain five roles of nonverbal communication? 2pts
4. List types of non- verbal communication. 2pts

Note: Satisfactory rating - 4points

Unsatisfactory - below 4points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

Information Sheet#5

Identifying and following appropriate lines of communication

3.1. What are the Lines of Communications in a Business?



Quality communication is the act of effectively conveying and receiving messages to and from others. Communication in business is especially important because money, clients and the well-being of the company are at stake. Every business needs established communication lines and processes so employees

and executives effectively pass messages along to the right people. Without it, offices can get disorganized, chaotic and stressful. Several lines of communication exist to promote openness to an office.

A. Line of Power

- Every employee should know whom to talk to, whether regarding a business-related question or otherwise. Establish a line of communication power so no one goes unheard in the workplace.
- Express all concerns to your point of contact unless you have a serious issue with something your contact is doing--in which case you go directly to the next person up.
- If you are an employee's point of contact, make sure your employees know that not everything they tell you is going to make it to the executives, but it might. This will encourage people to think before expressing so they can communicate in a respectful and CEO-friendly way.
- If you are a point of contact or supervisor, inform subordinates before you pass one of their concerns along to your supervisor. Mostly out of respect, this will keep your relationship with employees healthy and communicative.
- Keep an open-door policy. Make sure those who answer to you know they can approach you with concerns through email, phone or office visit with proper notice.

B. Line of Technology

- Technology is the primary communication vehicle in business, so several things must be considered and practiced before relaying important messages via telephone or email.



- Before calling your point of contact, jot down notes so you have a coherent plan for relaying your message. The notes should include a greeting, a purpose, an explanation and a call to action. A well-organized phone call will demand results and garner respect from your point of contact. Speak clearly and confidently.
- Writing an email to ask a question or convey a message can be an effective line of communication if done properly. A business email should be concise, cordial in tone and only long enough to get the point across effectively. State the email's purpose in the first sentence, then use the body to answer any questions or further explain the opening statement. The message should close with a brief recap, a sign off and your name.

b. In-Person Communication

- Communicating in person involves verbal and nonverbal communication, and both are essential to workplace communication, and work together in speaking and listening.
- The verbal without the nonverbal is like having a pen and no paper. Whether in a business meeting, casual interaction or presentation, several verbal and nonverbal techniques exist and will greatly improve office communication.
- When talking, speak up and use a confident, clear tone.
- Do not use fillers like "um" and "uh." Ask lots of questions.
- If you initiate the conversation, know exactly what you are going to say, then give the other person a chance to speak while you listen attentively.
- Approach speaking logically, not passionately.
- Use neutral words that still convey your message. People are likely to take a level-headed businessperson more seriously than a passionate, irrational businessperson.
- Be clear but tactful.
- Listen visually. Your nonverbal communication says just as much as your verbal. While someone is talking, stand up straight, nod in understanding, and smile or keep a cordial look on your face.



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

- 1) What are the lines of communications in a business? 1pts
- 2) What is quality communication? 1pts

Note: Satisfactory rating - 2points

Unsatisfactory - below 2 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

Information Sheet #6

Carry out interpersonal interaction



What is workplace interaction?

- Relationships between co-workers, managers and staff, and employees with the public.

1.1. What Are Interpersonal Interactions?

When you are around other people, you are interacting. Imagine that anything you do with others is interacting. Regardless of whether you are talking to them, working together on a project, sitting in a meeting room, or having a conversation, you are practicing interpersonal interactions. Interpersonal interactions also include things like relating to one another and exchanging feelings, and they can be both verbal and nonverbal. So, let's break down the concept better by looking at both verbal and nonverbal interpersonal interactions and the skills involved in those interactions.

Verbal Interactions

When you speak to someone else, you are expressing verbal interpersonal interactions. You can speak in soft tones, loud tones, and tones that include emotion such as anger or excitement. Therefore, verbal interpersonal interactions involve tone and volume.

Also involved in verbal interpersonal interactions is word choice. When you speak to someone like a doctor, for example, you will explain things that involve words such as why you are feeling ill and how long the symptoms have been occurring, and you will most likely ask questions related to your illness. If you were feeling sick and feverish, you might explain that you have been tired and achy and ask questions about how you can feel better. Your word choice includes the words that you choose to express yourself.



There are skills that are involved in verbally interacting with others. Why? Verbally interacting with others doesn't just mean talking. It means that you are carefully choosing your words, your tone, and your volume. It takes practice to interact with others, and sometimes there are conflicts that can arise out of verbal interpersonal interactions. Let's take a look at some situations that involve verbal interactions and the skills that are involved in each of those situations.

Non-Verbal Interactions

You can also interact with others without speaking or using words. These types of interactions are called non-verbal interpersonal interactions. Think of a time when you sat in a group of people and watched everyone's interactions. Some may have been smiling and nodding, while others may have had their arms crossed with a stern look on their faces. Non-verbal interpersonal interactions don't necessarily involve words and speaking as the primary mode of communication; rather, they involve gestures, body language, exchanging feelings, or listening as the method of interaction.



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

- 1) What are the benefits to having effective interpersonal interaction? 10pts

Note: Satisfactory rating – 5points

Unsatisfactory - below 5points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Operation Sheet # 1	Step for Accessing relevant information
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Step1. Start with an information need

Step2. Select a system and collections to search on

Step3. Formulate a query.

Step4. Send the query to the system.

Steps. Receive the results in the form of information items.

Steps6. Scan, evaluate, and interpret the results.

Step7. Either stop, or, reformulate the query and go to step 4.



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.

Task 1. Identify steps to access specific and relevant information



List of Reference Materials

1. WEB ADDRESSES

- <https://www.verywellmind.com/types-of-nonverbal-communication-2795397>
- <https://www.helpguide.org/articles/relationships-communication/nonverbal-communication.htm>
- <https://www.proofhub.com/articles/effective-communication>
- <https://www.skillsyouneed.com/ips/what-is-communication.html>
- <https://smallbusiness.chron.com/lines-communications-business-715.html>
- <https://study.com/academy/lesson/interpersonal-interaction-skills-definition-quiz.html>



Poultry Production

NTQF Level - II

Learning Guide #2

Unit of Competence: - Participate in Workplace
Communication

Module Title: - Participating in Workplace
Communication

LG Code: AGR PLP2 M01 LO2-LG-2

TTLM Code: AGR PLP2 TTLM12 19v1

LO2. Participate in workplace meetings and
discussions



Instruction Sheet	Learning Guide #-2
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- ❖ Attending team meetings on time
- ❖ Express own opinions clearly and Listening without interruption those of others
- ❖ Asking and responding questions about simple routine workplace procedures and matters
- ❖ Conducting workplace interactions in a courteous manner
- ❖ Interpreting and implementing meetings outcomes

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 –**

- Attend team meetings on time.
- Express own opinions clearly and Listening without interruption those of others
- Conduct workplace interactions in a courteous manner
- Ask and respond questions about simple routine workplace procedures and matters
- Interpreting and implementing meetings outcomes

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 6.
3. Read the information written in the “Information Sheets 1,2,3,4 and 5” in page 3,6,9,12 and 17. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1 and 2” in page 5,8,11,16 and 16.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. Submit your accomplished Self-check. This will form part of your training portfolio.

2. Introduction

What is the purpose of team meetings?

- By definition, a team meeting is a scheduled conversation when employees discuss a particular topic or list of topics, which should be outlined on a pre-planned agenda created by the meeting leader.
- While meetings have developed a dreadful reputation in the modern workplace, we can all agree that you can only accomplish so much via emails and instant messages. Sometimes a live, face-to-face conversation is necessary – and even more productive and efficient.
- Meeting productivity often becomes the sole responsibility of the meeting organizer. However, attendees also have a role to play. Each attendee must contribute toward achieving the meeting outcome



Team meeting opportunity

- Planning future projects and initiatives
- Brainstorming new ideas



- Working on shared tasks
- Pre-empting and overcoming challenges
- Improving communication

Ultimately, a team meeting is an outlet for collaboration, which is an important piece of the puzzle for employers and employees alike.

Benefits of Punctuality at Work

Punctuality is a wonderful trait of a person, one to be admired and respected. Punctuality displays a person's respect for people and time. In a scheduled appointment, the late-comer usually gives an impression that he/she doesn't value the other person's time or considers his/her time more important than that of the other

some reasons why you should be punctual:

- Respect
- Deadlines
- Team-Cantered Goals
- Credibility
- Professionalism



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

1. What is the purpose of team meetings? 2pts
2. What is team meeting? 2pts
3. why you should be punctual? 2pts

Note: Satisfactory rating – 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet #2	Expressing own opinions clearly and Listening without interruption those of others
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How we communicate and present our case?

Step #1: Consider these factors. Before you even express your opinion, there are some factors you should take into consideration, such as:

- What is the other person's sensitivity to the issue or situation?
- What is my experience level in the area in which I want to express my views?
- Is it too late to express my opinion?
- If the receiver is from a different culture, how will they accept what I have to say?
- Are there generational differences between me and the person to whom I want to express my views? How might that impact their willingness to be open to what I have to say?
- My mood? Am I in a low mood? A grumpy mood? Frustrated? That probably is not the time to express my opinion. This could dramatically affect the outcome.
- Why am I even having this conversation?
- What is my motive in voicing my opinion? What do I hope to accomplish?

Step #2: Think about the words you will use. Resist rattling off what's on your real mind. You want to maintain professionalism and have the receiver be open to your suggestions or views.

Step #3: Gather facts to back up your opinion.

Step #4: Make sure you aren't personally attacking someone. Stay focused on the point or issue at hand or situation. It does us no good to verbally attack a person.

Step #5: Select the best time. Timing is important. Maybe you wish to express your thoughts in a meeting to one of the attendees but you would be better off waiting until after the meeting or even the next day. Again, if we want people to be open to what we have to offer, we need to consider if this is the right time.

Step #6: Clearly explain your point of view. Two people can be right and not be in agreement. What do I mean? I see it all the time when I coach executives and assistants. Each person has their view of a situation, expectations or performance. The executive is right



and the assistant is right but they have different view or stories about what happened. Take time to explain your thoughts.

Step #7: Consider your relationship with the other person. How long have you known this person? How will they take your feedback? Are they a superior? (You can still voice your opinion but very carefully.) Do they work within your organization or outside your organization?



Fig. Tactfully Voicing Your Opinion in The Workplace



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

- 1. How we communicate and present our case?5pts**
- 2. What** factors you should take into consideration before you express your opinion?
5pts

Note: Satisfactory rating – 5 points

Unsatisfactory - below 5points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet #3	Asking and responding questions about simple routine workplace procedures and matters
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3.1. Questioning techniques

Asking questions is a fundamental part of finding information and for subtle (and otherwise) persuasion. Here are various pages on questioning:

- Closed Questions: That seeks short answers.
- Chunking Questions: Chunk up and down for more or less detail.
- Clear Questions: That is simple and unambiguous.
- Columbo Technique: Asking stupid questions that get the answers you want.
- Double Bind Questions: Whichever way you answer, the result is the same.
- Echo Questions: Repeat what they say as a question.
- Empowering Questions: That release limits on people.
- Funnel Questioning: Seeking more detail or more general information.
- Group Questioning: Tips for asking questions of many people at once.
- Interrogation Questions: Questions that lead to answers.
- Kipling Questions: Rudyard Kipling's six servants.
- Leading Questions: That may or may not be a good thing for you.
- Open Questions: For long and detailed answers.
- Open and Closed Questions: yes/no or long answer.
- Positive Questions: Deliberately leading the other person.
- Probing: Digging for more detail.
- Probing Questions: Specific questions for finding detail.
- Rhetorical Questions: Questions without answers.
- Socratic Questioning: Socrates' method of questioning in order to elicit learning.
- Tag Questions: Some questions encourage agreement, don't they?
- Responding to Questions: Turning questioning to your advantage.



3.2. Responding to inquiries/questions /

Be sure to use your listening and observing skills when someone asks you a question. Pay attention to the persons tone of voice, facial expression and gestures - your observations will help you to decide what you need to explain.

For instance, if you are asked 'Where is the instruction manual? - should you explain:

- Where it is kept (the person doesn't know where to look)?
- Why it is not in its usual place (the person is angry that it is not where it should be)?
- Why you are not using the instruction manual (the person thinks you should be using it)?

If you still don't understand what the person is asking, say so right away. Once you are sure about the question, answer it promptly and concisely. Long, complicated answers waste time and confuse the issue. If you need to supply more information, you will be asked for it.

Often your response will take the form of an explanation. For instance, you could be asked how to do something, how to get somewhere or how something works. An explanation takes some thought. You must not only provide the facts, but you must do so in a way the person can understand. That could mean speaking slowly, using words that are familiar to the other person, and perhaps making a drawing or map.



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

- 1) Write importance asking and responding question? 10pts

Note: Satisfactory rating – 5 points

Unsatisfactory - below 5 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet #4

Interpreting and implementing meetings outcomes

3. Introduction

People spend so much time in business meetings that turning meeting time into sustainable results is a priority for successful organizations. Actions that make business meetings successful require management by the meeting leader before, during, and after the meeting.

1. Actions to Take Before the Business Meeting

- Actions before the business meeting establish the groundwork for accomplishing meeting results. You can do all the necessary follow-up, but without the pre-work, you won't succeed.

1.1. Plan the Business Meeting

- Begin with smart planning. First, identify whether you need other employees to help you plan the meeting (i.e., pulling in people from a few departments). Then decide what you hope to accomplish by holding the meeting, and establish do-able goals.
- The goals you set for your business meeting will create the framework for an effective meeting plan. As Stephen Covey says in the "Seven Habits of Highly Effective People," "Begin with the end in mind." Your meeting purpose will determine the meeting focus, the meeting agenda, and the participants you'll need to attend the meeting.

1.2. Make Sure You Need a Meeting

It may sound backward, but, once you've developed your business meeting plan, make sure a meeting is an appropriate vehicle for accomplishing the goals you established. Holding meetings is an expensive venture when you consider the billable cost of attendees. Make every effort to determine that a meeting is the best opportunity to solve the problem, improve the process, or create a long- or short-term strategy for your team or department.

1.3. Ensure Appropriate Participation at the Meeting

If a business meeting is the appropriate means to accomplish your goals, check with the participants whose attendance is necessary for the meeting to succeed. This may sound



like a no-brainer, but it trips up the savviest leader—the key attendees must be available to attend the meeting.

Sometimes people send delegates in their absence. If a delegate attends in the place of a crucial decision-maker, make sure the designated staff member has the authority to make final decisions that can be signed-off on. Otherwise, postpone the meeting.

1.4. Distribute and Review Pre-Work Prior to the Meeting

How many meetings have you attended that started with the meeting facilitator passing out a ream of paper or making a PowerPoint presentation to launch a discussion? It is frustrating because the meeting becomes a group read-in that's hardly productive for your business.

You can make business meetings most productive and ensure results by providing necessary pre-work in advance of the meeting. Providing pre-work, charts, graphs, and reading material 48 hours before a meeting starts means that everyone comes prepared to jump right in.

Documentation that will help you achieve the meeting goals can include the following:

- Reports and data
- Charts and links to competitive information
- Month-to-date sales
- Production plans
- Microsoft PowerPoint slides that illustrate key discussion points
- Meeting minutes, notes, and follow-up from earlier meetings or related meetings and projects

2. Actions to Take During the Business Meeting

During the business meeting, if you use the time effectively, you'll build enthusiasm for the topic and generate commitment from the participants. People will feel part of something bigger than their day-to-day challenges. Therefore, a well-facilitated, active meeting that sets the stage for follow-up will produce meeting results.



2.1. Facilitate the Business Meeting Effectively

The meeting leader sets a positive, productive tone for interaction among the meeting participants. Effective meeting facilitation starts with a review of the goals, or anticipated outcomes from the meeting, and the agenda. The facilitator helps group members stay focused and productive.

Meeting design and the agenda set the framework for the meeting. An effective facilitator, who keeps participants on track, ensures the accomplishment of expected, desired results as an outcome of the meeting.

2.2. Involve Each Participant in Do-able Actions

Every workgroup has different personalities that show up for meetings. You have quiet co-workers as well as people who try to dominate every discussion point. Whether facilitating or attending the meeting, you need to involve each attendee in the process of the meeting's goals.

This ensures that each participant is invested in the topic of the meeting and will follow up. You'll not have one member—or yourself—trying to carry the whole load.

2.3. Create an Effective Business Meeting Follow-up Plan

During the business meeting, make a follow-up plan with action items. Effective plans include the following:

- The specific action items
- The name of the person who took ownership to accomplish the action item
- The due date of the action item
- Consensus about what constitutes completion of the action item

Discuss real-life scenarios and barriers to success that team members may experience as they try to accomplish the items necessary to produce results. If you need a follow-up meeting, set the time before the participants leave so that it's on everyone's calendar.

3. Actions to Take After the Business Meeting

Actions and planning before and during the meeting play a big role in helping you achieve expected, positive, and constructive outcomes. Your actions following the meeting are just as crucial. Follow-up at the next scheduled meeting is never enough of an investment to ensure results.



3.1. Publish Meeting Minutes

Publish your minutes and action plan within 24 hours. People will most effectively contribute to results if they get started on action items right away. They still have a fresh memory of the meeting, the various discussion points, and the rationale for each meeting item.

Also, a delay in the distribution of minutes will affect your results because most people wait for the minutes to arrive before tackling their commitments.

3.2. Follow Up Effectively

Respecting and observing deadlines and follow-up will help you achieve results from your meetings. Following the meeting, each person with an action item should make an action plan for accomplishing each of their commitments.

Whether they write the steps in their planner, delegate the tasks to another staff person, or complete the task immediately, the individual is responsible for follow-up.

And, you can improve meeting results by following up with each person mid-way between meetings. Your goal is to check progress and ensure that tasks are underway.

3.3. Create Accountability During the Next Meeting

Have you ever sat in a follow-up meeting that consisted of each participant telling the group why they were unable to accomplish their commitment? Establishing the norm or custom of accountability for results begins early in your meeting cycle.

Follow-up by the facilitator mid-way between meetings helps, but the group must make failure to keep commitments unacceptable. Have participants report on progress and outcomes at the next meeting with the expectation that all participants will have accomplished their ascribed goals. If a task is stalled, at the next meeting see if there is a legitimate roadblock to progress, and determine how to proceed.

3.4. Debrief the Meeting Process to Continuously Improve

The practice of debriefing each business meeting is a powerful tool for continuous improvement. Participants take turns discussing what was effective, or ineffective, about the current business meeting process. They also discuss the progress they feel the group is making on the topic at hand



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

1. Write actions that make business meetings successful require management by the meeting leader? 10pts

Note: Satisfactory rating – 5 points

Unsatisfactory - below 5 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

Information Sheet #5

Conducting workplace interaction



What is workplace interaction?

- Relationships between co-workers, managers and staff, and employees with the public.

3.1. Importance of Interaction in Workplace Issues

Great business leaders and human resources professionals know the benefits of effective working relationships. These are relationships between co-workers, managers and staff, and employees with the public. Positive interactions increase good feelings, increase morale and improve work satisfaction. Negative interactions create confusion, anxiety, tension and uncertainty, which adversely affect work efficiency and company productivity. As a business leader, don't leave workplace interactions to chance. Take the time and energy to help everyone in the organization develop the skills for positive interactions, whenever possible. There are many benefits to having effective working relationships.

- Productivity Resulting from Interaction
- Develop Company Morale
- Consumer Satisfaction Results
- Facilitating Positive Interactions
- Training and Policies
- Potential Risks of Fraternization
- Surveying and Evaluating Interaction

1. Five Tips for Respectful Interaction in the Workplace

There are tons of rules in society, some written and some implicit— a red light means stop and most people obey. In the workplace there are established rules of respect as well. For example, if you physically assault someone, steal, or don't show up for work, it's likely you will be fired. For the most part, most employees have grasped those rules, but it tends to be



the unspoken, often unwritten rules of behavior that cause the most problems in the workplace.

Here are our five tips for creating respectful interaction in the workplace.

1. Show curiosity for the views of others.

Science has shown us that mirror neurons work to create empathy among individuals. By taking the point of view of the people we work with we can better understand their motivations.

2. Seek ways to grow, stretch and change.

Sometimes we tend to think that our view is the correct one, because it's all we know. But there are many sources of knowledge that exist within the workplace and all we have to do is take the time to explore them. Learn about that new co-worker or have lunch with someone in another department.

3. Look for opportunities to connect with and support others.

When we interact with others in the workplace, it's easier to conquer our differences by finding ways to connect first. Does that co-worker with the different political beliefs also value family as much as you? This allows you to create a connection with the person based on commonality.

4. Allow yourself to be wrong on occasion.

Often when we assume, we are right, we reduce the amount of new information that we take in, because obviously we know it all already! A better approach would be to accept that you may not be right all the time and allow yourself to learn from your co-worker's differences.

5. Engage others in ways that build their self-esteem.

Discussions of difference or diversity in the workplace can sometimes get ugly with people hurling personal insults at one another. Instead, try to boost the self-esteem of others when



discussing such hotly contested topics. Building self-esteem is a major step toward creating a respectful workplace.

By practicing these simple tips on a regular basis, you can ensure that respect is not just another corporate buzzword in the workplace but an action that all employees partake in. And hopefully, before long, these rules will become ones that we all follow without giving them much thought.



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

- 2) What are the benefits to having effective working relationships? 1pts
- 3) What are the five tips for creating respectful interaction in the workplace? 1pts

Note: Satisfactory rating – 2 points

Unsatisfactory - below 2 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



List of Reference Materials

1. WEB Addresses

- <https://legacycultures.com/five-tips-for-respectful-interaction-in-the-workplace/>
- <https://www.predictiveindex.com/blog/eight-tips-on-how-to-best-interact-with-your-team-members/>
- <https://meetnotes.co/blog/8-tips-on-how-to-participate-in-a-meeting/>
- <https://smallbusiness.chron.com/importance-interaction-workplace-issues-11429.html>
- <https://www.linkedin.com/pulse/benefits-punctuality-work-yeukai-kajidori>
- <https://www.atlassian.com/team-central/project-collaboration/team-meetings>
- <https://www.thebalancecareers.com/effective-meetings-produce-results-before-the-meeting-1918729>
- <https://officedynamics.com/tactfully-voicing-your-opinion-in-the-workplace/>



Poultry Production

NTQF Level - II

Learning Guide #3

Unit of Competence: - Participate in Workplace
Communication

Module Title: - Participating in Workplace
Communication

LG Code: AGR PLP2 M01 LO3-LG-3

TTLM Code: AGR PLP2 TTLM12 19v1

LO3. Complete relevant work-related documents



Instruction Sheet

Learning Guide #-03

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

- Completing range of forms relating to conditions of employment.
- Recording workplace data.
- Using basic mathematical processes.
- Identifying and acting on errors in recording on forms.
- Complete requirements of reporting

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 –**

- Complete range of forms relating to conditions of employment.
- Record workplace data.
- Use basic mathematical processes.
- Identify and act on errors in recording on forms.
- Complete requirements of reporting

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 6.
3. Read the information written in the “Information Sheets 1,2,3 and 4” in page 3,5,9 and 12. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1,2,3 and 4” in page 4,8,11 and 16.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-check 1,2,3 and 4”).
6. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet-1

Completing range of forms relating to conditions of employment.

1.1.3. Complete range of forms relating to conditions of employment

In every workplace you will be required to complete forms. Each workplace will have forms specific to their requirements. You must make sure that you know which forms to fill in, when you need to use forms and where to find the necessary forms.

When filling in a form:

- Read the form carefully
- Fill in all the required details
- Only include necessary information
- Write clearly and simply
- Check that you have completed it properly
- Send or give it to the appropriate person, or file in the appropriate place



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

1. What are the considerations when filling data in a form? (10pts)

Note: Satisfactory rating – 5 points

Unsatisfactory - below 5 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-2	Recording workplace data.
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1.1. Recording information

Workplaces rely on large amounts of information from many different sources to operate effectively. Most of that information is recorded either manually (on paper) or electronically (on computer). Work schedules, product catalogues, orders and receipts, time sheets and memos are all examples of written information, or records, found in most workplaces.

1.2. Purposes of Records

- Measure profit and assess the financial feasibility of the business/operation.
- Provides data for business/operation analysis.
- Assists in obtaining loans.
- Measure the profitability of individual operation.
- Assist in analysis of new investments.
- Help prepare income tax returns.

Records assist in avoiding management problems, helping prevent potential problems with your flock. More so, producers are being encouraged to keep accurate records about the activities on their farms due to increasing environmental concerns. Farm records consist of three distinct categories: inventory, financial, and production records. All records are used to compile useful information that is used in record analysis for an individual operation or the entire business. Records are only useful when maintained and categorized correctly.

1.3. What should be recorded?

The needs and size of your small flock will determine the type of records you as an owner or manager should keep. Financial statements are an intricate part of recordkeeping. As a general rule of thumb, the larger the enterprise, the more detailed records and financial statements should be kept. Regardless of flock size, records should always be kept up-to-date. Examples include:

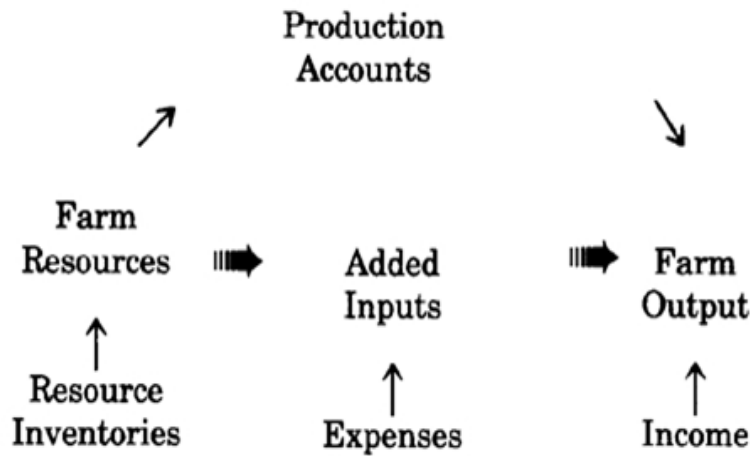


Fig.1. types of farm records

1.4. Methods of Recordkeeping

Traditionally, growers have kept records by hand. In many cases, a hand recording system is still useful for many growers. Yet, the use of computers and computer software has expanded on farms in recent years because of better record accuracy. The farm manager decides on the system that best fits his/her situation. Advantages to both hand records and computer records are listed below;

1. Hand-Recording System

- low initial out-of-pocket expense
- easy to start
- requires only pencil & paper

2. Computer Recording System

- more accurate & faster retract
- tax deductible as an expense
- much easier to create analysis

1.5. Locating written information



Before you can use records, you need to know where to find them. Written information may be located in:

- Computer databases
- Shelving
- Counters
- Filing cabinets
- Drawers
- Pin boards or whiteboards.

1.6. Organizing written information

Records need to be kept in the same place all the time so that everyone knows where to get them when they want to use them.

Sometimes many records are kept together in one place, such as in a filing cabinet. They are often organized in alphabetical order so that they are easy to find. There are many ways to organize records, so you must use the method preferred in your workplace. Records stored together must be replaced in the correct order to make it easy for everyone to find them. Some records are only needed for a short time.

Recording information accurately and legibly

Written information is only useful if it is accurate and legible. A great deal of time and effort can be saved in the longer term if you take care to check that the information is correct before you write it down. If your handwriting is not very clear, it might be better to print the information so that it can be easily read.



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

1. What is the purpose of record keeping? 2pts
2. What should be record? 2pts
3. What are the methods of record system?2pts

Note: Satisfactory rating – 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-3

Using basic mathematical processes

3.1. Using Basic Mathematical Calculation to Complete Work-Related Documents

- ❖ Uses and applies of mathematical techniques, processes, and concepts to understand and solve problems very crucial knowledge wanted at workplace. Applies understanding of mathematics, either explicitly or implicitly, to perform basic computations, apply mathematical processes or utilize tools, analyze problems, identify or specify patterns, and draw conclusions is highly wanted from a given expert.

3.2. To report the result of data collected.

- ❖ Use calculator to complete basic mathematical calculations to report findings. This includes; Performs basic arithmetic (i.e., adding, subtracting, multiplying, dividing).
- ❖ Makes reasonable estimates of mathematical problems without a calculator.
- ❖ Solves routine mathematical problems (e.g., volume/area calculations, obtaining/transposing measurements, calculation of sales tax, etc.).
- ❖ Independently applies simple mathematical techniques to solve practical problems. Creates tables and charts to store or explain quantitative information.

3.3. Importance of Routine Calculation in Recording Workplace Data

- ❖ Solve concepts such as rate and proportion, tax added, percentage off, and computing with a given average.
- ❖ Exhibit knowledge of elementary number concepts including rounding, the ordering of decimals, pattern identification, absolute value, primes, and greatest common factor
- ❖ Perform straightforward word-to symbol translations
- ❖ Calculate using mixed units (e.g., 3.5 hours and 4 hours 30 minutes)
- ❖ Calculate percentages, percentage discounts, or percentage markups



- ❖ Divide negative numbers
- ❖ Decide what information, calculations, or unit conversions to use to solve the problem
- ❖ Compute the area and perimeter of triangles and rectangles in simple problems
- ❖ Translate from one representation of data to another (e.g., a bar graph to a circle graph)
- ❖ Exhibit knowledge of simple counting techniques
- ❖ Average hours and minutes or other mixed units in one system
- ❖ Use geometric formulas when all necessary information is given
- ❖ Locate points in the coordinate plane
- ❖ Comprehend the concept of length on the number line
- ❖ Exhibit knowledge of slope
- ❖ Find the measure of an angle using properties of parallel lines
- ❖ Exhibit knowledge of basic angle
- ❖ properties and special sums of angle measures (e.g., 90° , 180° , and 360°)
- ❖ Decide what information, calculations, or unit conversions to use to solve the problem
- ❖ Calculate the missing data value, given the average and all data values



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

1. What are the purposes of uses and applies of mathematical techniques? 10 pts

Note: Satisfactory rating – 5points

Unsatisfactory - below 5points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

Information Sheet-4

Reporting requirements to supervisor



What are business and technical reports?

A report is a document that presents information in an organized format for a specific audience and purpose.

Although summaries of reports may be delivered orally, complete reports are almost always in the form of written documents.

Types of reports

- Memos
- Minutes
- Lab reports
- Book reports
- Progress reports
- Justification reports
- Compliance reports
- Annual reports
- policies and procedures.

Reports can fulfill four different, and sometimes related, functions. They can be used as controls to ensure that all departments are functioning properly, to give information, to provide an analysis, and to persuade others to act.

5 major types of reports

- 1) Informal report
- 2) Formal report
- 3) Periodic report
- 4) Inspection report
- 5) Progress report

1. Periodic report



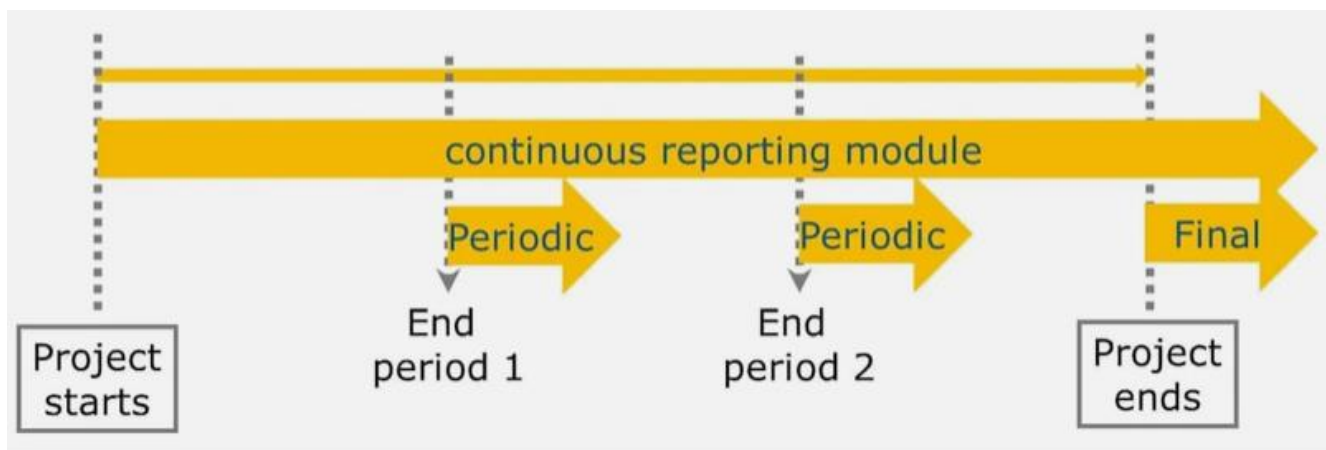
What is periodic report?

A periodic report is a factual presentation of both the positive and negative aspect of the working process.

- Sometimes the events and working process of the organizations need to be analyzed and presented at regular intervals to focus on the milestones achieved and challenges that popped up.
- The researcher must be careful about the type of information that has been gathered for establishing the project.
- There is no limitation of the category of information to be used in the body, there are a few categories that generally follow.
- The current status, activities performed and the activities that are not performed, the difficulties faced and avoided in that particular period of time should be enlisted in the bucket of information.
- The challenges that have been overcome should be illustrated along with the striking performance of the top management and the employees.
- Each parameter of the challenges can be highlighted with the measurements of the techniques applied.
- The reporter would be allowed to compare the scale and figures with the decided statistic that the company dreamed to secure.
- The report would be more effective because of the comparison and contrast that would come out as a result.
- A report writing format sample has been provided here to clarify the matter.
- A periodical report is not restricted to the details of the present time activities but it can also include the future prediction of the impending perils and consequences of poor performances in that certain period.
- There can be the scope of the future course of action associated with that period.

- The appendices part should come as a summary of the entire report, showing the picture in details. Any grammatical and structuring issues in the report can never exist in any sample of report writing.
- Structure of the periodic report Project
 - Objectives
 - Work progress and Achievements
 - Project Management during the period

2. Progress report



- A strong communication process that helps the coordination among the stakeholders forms the base of a business progress report of an organization.
- The primary step of initiating a progress business report is to count the objectives for making this project.
- The entire report better not skip the logical outline of the report. It must start with an executive summary consisting of the research findings that the reporter has collected from valid sources.
- The mandatory part of the structure is the subheadings that would define your report in brief.
- The reporter should assemble the content and various inputs before they actually develop a progressing team.
- Each team member should get the assigned task based on the structure of the report and their expertise.
- A strong communication network should grow among the team members to make the reporting process more comprehensive.



- The reporter needs to focus on the professionalism of writing reports pattern, as the report would carry his name.
- Any typo or grammatical mistake in the report would impose a poor impression.
- The best time to submit the report to the respective authority is when the reporter would be sure about the quality and validity of the project.
- The progress report of any business organization should follow the format of a report like the following the structure.
- The conclusive summary is another important part that would reflect the project with necessary highlights of valid points. The bottom-line part should not be missed by the reporter dealing with this project.
- Structure
 - Header
 - Executive summary
 - The progress of the component value
 - Summary
 - Next Report due date
 - Bottom line



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

- 1) What is a report? 1pts
- 2) Write five major types of reports. 1pts
- 3) List Structure of the periodic report Project. 1pts
- 4) Mention Structure of progress report. (1pts)

Note: Satisfactory rating - 4 points

Unsatisfactory - below 4 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



List of Reference Materials

1. WEB ADDRESSES

- <https://www.tuko.co.ke/281829-5-major-types-reports-format-examples-tips.html>
- <https://dlb.sa.edu.au/tsftfmoodle/mod/resource/view.php?id=3453>



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