



FEDERAL TVET AGENCY

INFORMATION TECHNOLOGY SUPPORT SERVICE

Level II

LEARNING GUIDE #6

Unit of Competence: -	Participate in work place communication
Module Title: -	Participating in work place communication
LG Code:	<u>EIS ITS2 M04 1019 LO3-LG6</u>
TTLM Code:	<u>EIS ITS2 TTLM 1019 V1</u>

LO 3: Complete relevant work related documents



INTRODUCTION

Learning Guide # 6

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

- Workplace Communication

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 accurately and legibly the range of **forms** relating to conditions of employment
- Record workplace data on standard workplace forms and documents.
- Use basic mathematical processes for routine calculations.
- Identify and act upon properly the errors in recording information on forms/ documents
- Complete reporting requirements to supervisor according to organizational guidelines.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets 1” in pages 3-6.
3. Accomplish the “Self-check” in pages 7.

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Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.



Information Sheet 1	Workplace Communication
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1. Memorandum

A **memorandum** or **memo** is a document or other communication that helps the memory by recording events or observations on a topic, such as may be used in a business office. The plural form is either *memoranda* or *memorandums*.

A memorandum may have any format, or it may have a format specific to an office or institution. In law specifically, a memorandum is a record of the terms of a transaction or contract, such as a policy memo, memorandum of understanding, memorandum of agreement, or memorandum of association. Alternative formats include memos, briefing notes, reports, letters or binders. They could be one page long or many. If the user is a cabinet minister or a senior executive, the format might be rigidly defined and limited to one or two pages. If the user is a colleague, the format is usually much more flexible. At its most basic level, a memorandum can be a handwritten note to one's supervisor.

Purpose

The primary purpose of a briefing note “for decision” is to support decision making – to “help (or sometimes influence) a decision-maker to make a better decision in a particular problem situation than he might otherwise have made without the analysis”

Structure

As the communication mechanism of the policy analysis process, the briefing note should provide a coherent synopsis of a policy problem, identify different policy options for addressing the problem, articulate opposing perspectives and advocate a recommended option. The typical structure for a briefing note includes: a description of the proposed policy; relevant background information; a discussion of key considerations (including implementation concerns, financial considerations, stakeholder impacts, and possible unanticipated consequences), a summary of arguments for and against the policy and a recommended decision. Policy documents that start with a proposal and assemble an argument that position are more accurately referred to as a government white paper. A government green paper which raises a policy option and is meant to open a dialogue on the proposal is more similar in tone to a briefing note than is a white paper.

Quality criteria

There is no universal standard for a briefing note, but it is generally understood to be a concise, coherent summary of a public policy problem with a clearly articulated logic for following a recommended course of action. “Next to a political nose, and a logical brain, the most important skill of the good treasury [person] resides in [their] fine drafting hand. The concise, coherent and penetrating note is the final expression of all other talents.” In many Westminster / Whitehall governance settings, policy analysts are expected to analyze the issue and write the briefing note from a neutral public service perspective. However, the briefing note “for decision” must contain a recommendation, acknowledging that “to say anything of importance in public policy requires value judgments, which must be explained and justified

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2. Circular

Circular may also refer to:

Documents

- Circular note, a document request by a bank to its foreign correspondents to pay a specified sum of money to a named person
- Flyer (pamphlet), sometimes referred to as a circular, is a notice sent out in large quantities
- Government circular, a written statement of government policy
- Circular letter (disambiguation), multiple meanings
- List of circulars, multiple documents

3. Notice

(1): warning or intimation of something: announcement

(2): the announcement of a party's intention to quit an agreement or relation at a specified time

(3): the condition of being warned or notified —usually used in the phrase *on notice*

4. Follow up/verbal instructions

Consistent and prompt follow-up habits are an essential part of good verbal communication skills. It will help you maintain positive rapport, confidence and trust with your peers, clients and employer. You can think of several occasions when someone promised to get back with you within a certain time frame, but failed to do so-- if at all. I'm sure this had a negative impact on your professional interpretation of that individual or business. No matter what size business or position held within an organization there is always room for improvement of communication skills in areas such as follow-up.

One such important tool used to maintain order in a company is the business meeting. Business meetings can be considered a period of meditation since the meetings discuss important issues that is worth meditating about.

For example, a meetings topic was about how production is decreasing since the last month due to product failure, thus meeting was proposed in order to amplify that such mistakes should be minimized by finding a way to avoid these product failures, since the failures are affecting the company's production at a critical point. Now the follow-up would be applying the agreement made to minimize the product failure in a daily basis. What is the importance of follow-up after a meeting?

The Importance of Meeting Follow-up

Business meetings are without doubt the best tool for a company for the fact that it provides crucial information about the company's progress and how well is business. In other words business meetings are used to show the company's achievements as well as the company's weaknesses.



This is why it's important to follow up after a meeting, because a company's success depends on the follow up after a business meeting. When you follow-up after a meeting it shows others you care and that you have a desire to succeed.

Not every meetings agreement is successful, sometimes it may contain glitches along the way, thus is important to follow-up because you will notice these glitches and allow the team to troubleshoot the problem and come up with another agreement.

How do follow-up after a Meeting

Another form of follow-up is to have additional meetings to visualize if the agreement is working well. The purpose of the meeting would be a total waste if the agreement would still be in application and later realized perhaps a year later that the problem still persists.

It is then recommended to propose these additional meetings as a check-point to the agreement and it is suggested to record the data of the work or follow-up for the meeting to have as a reference in case of a need for a new solution. These meetings can serve to reduce and solve any form of frustration.

Referring back to the decreasing production illustration, let's say that the company is a lock assembling company and let's imagine that the agreement is to reduce the amount of grease used since it was found that the grease was causing the locks to fail. Later it was found that without using the same amount of grease the locks mechanical parts wouldn't flow smoothly so then it was causing it hard to test the locks.

Face to face communication

In the world of modern technology we can communicate with virtually anybody, anytime, anywhere. We have email, cell phones, instant message, video conference, web meetings, text messages, Facebook, whew! Makes my head spin. With all these options, why would we ever just communicate the old fashion way—face-to-face?

Modern communication technology is wonderful but it has its limitations. If you really want to reach understanding in your exchange with another person, there is nothing better than standing face to face with another human being and engaging in real dialog. Here's why and how you can be more effective in this basic business and life skill.

When face to face with another person, you have the best opportunity to more completely understand and be understood. You can easily misread a person's tone or attitude in an email or text message. When you hear a person speak you tell right away if he or she is upset, fragile, annoyed or angry. Most people can't hide their emotions when they talk. At some point their true feelings will emerge and give you a much better understanding of what they are saying.

You have no sense of a person's body language on a cell phone. You may not hear it in their voice but when you see them in person you can tell if they are distracted when they shift their eyes, look at their watch, yawn or fidget with their keys or any other object. These are clues as to what is going on inside the person's head.

When speaking face to face you should listen and read all these signals. The non-verbal signals give you a better understanding for what is NOT being said. Once you sense that they are holding back

from what you observe, if your relationship is secure you can probe a little deeper and ask: "Why don't you tell me what you really feel?"



Whether you are speaking or listening, you should always maintain good eye contact. If you are the listener and your body tells the person you have no interest in what is being said, the communication will be cut short and the relationship damaged. Zero in on the person with your eyes. Take advantage of the fact that you are together and maximize on the time. Don't answer your phone, send text messages or engage in anything other than the conversation.

In a face-to-face meeting you have time to ask for clarification. Most people don't have enough patience to go into deep explanations in a text message or an email. If you try to go into great depth on the phone it's easy for your listener to lose interest and be distracted by their surroundings. When someone looks you in the eye and pours out their heart to you it's pretty insensitive to do anything less than give them your full attention.

The old TV commercials for a certain phone company used to encourage people to "reach out and touch someone." It was a great slogan but I've never been able to do that through the phone. Touch is an important component in communication. If someone is struggling, nervous, frustrated, grieving, or depressed, a simple touch or an embrace can add a dimension to the conversation unachievable through any long distance communication tool. Just think of a firm handshake at the beginning of a business encounter or the closing of a deal. It either sets the tone or sums the meeting in a matter of seconds.

If you need to convince or persuade someone to take action, close a deal or make a commitment, it's much easier for that person to say no on the phone or via email than it is to say no to your face. Use face-to-face opportunities when you need to communicate your passion or convictions. In those encounters you become as much of the message as your words or presentation. Words are powerful but when they are combined with a flesh and blood human being standing a few feet away people will listen more intently and are less likely to check out quickly

Self-Check 1	Written Test
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Name: _____

Date: _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher.



I. Direction: Fill in the blanks with the correct answer.

- _____ 1. Its primary purpose is to support decision making.
_____ 2. It is a document or other communication that helps the memory by recording events or observations on a topic, such as may be used in a business office.
_____ 3. This letter gives warning or notification.
_____ 4. This also refers to documents.
_____ 5. Which is still the best way to communicate?

II. Enumeration: Enumerate the following:

- Give at least 2 examples Circulars
 - 1.
 - 2.
- Give at least 2 examples Notices
 - 1.
 - 2.
- Give at least 2 formats of a memo
 - 1.
 - 2.

Note: You need to get at least 8 points to pass.





- *Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your trainer shall advice you on additional work. But if satisfactory, you can proceed to the next topic.*