



# **Animal health care service**

**Level - I**

# **Learning Guide -10**

**Unit of Competence:** - Receive and respond to workplace Communication

**Module Title:** - Receiving and responding to workplace communication

**LG Code:** AGRHC1 MO3 LO1-LG-10

**TTLM Code:** AGR HC1 TTLMO3 09 19v1

**LO 1: Follow routine spoken messages**



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

- Gathering required information by listening attentively and correctly.
- Recording Instructions/information properly
- Acting Instructions immediately in accordance with information received
- Seeking Clarification from workplace supervisors on all occasion when instruction/information is not clear

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 –**

- Gathering required information by listening attentively and correctly.
- Recording Instructions/information properly
- Acting Instructions immediately in accordance with information received
- Seeking Clarification from workplace supervisors on all occasion when

instruction/information is not clear

### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” **in page - 6, 9, 12 and 14** respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 ” **in page -15**.
6. Do the “LAP test” **in page – 16** (if you are ready).



## Information Sheet-1

**Gathering required information by listening attentively and correctly.**

### 1. Communication

Communication is an active process in which information (including ideas, specifications, goals, feelings, work orders, and so on) is exchanged among two or more people.

Every communication involves (at least) one sender, a message and a recipient. This may sound simple, but communication is actually a very complex subject.

The transmission of the message from sender to recipient can be affected by a huge range of things. These include our emotions, the cultural situation, the medium used to communicate, and even our location.

#### 1.1 purpose of communication

The purpose of communication is to get your message across to others clearly and unmistakably.

Communication is any verbal or non-verbal behavior which gives people an opportunity to send their thoughts and feelings, and to have these thoughts and feelings received by someone else.

#### Method of communication

Different people absorb information in different ways. To make sure that the information conveyed is understood by all, the method used for communication must be simple, clear, and precise. When presenting vital information, using pictures will make way for easy understanding. The presence of trust inside a corporation will also simplify the use of communication. Relationships must be established between coworkers to create a tension-free workplace. Messages should be sent and received with no alterations. To achieve healthy relationships in the workplace, behaviors such as bullying, taking credit for someone else's work and **free riding** should be avoided. These will create toxic relationships that will, in the long run, impact negatively a company and the productivity. Preferring **two-way**



communication is considered best for communicating. Adequate importance can be given for discussion, questions and clarifications.

## **Types of communication in the workplace and when to Use them**

### **1. Verbal / Oral Communication**

Verbal communication is the use of words to share information. While oral communication refers specifically to words being spoken. However, these days you'll find that both words often get used interchangeably and you'll see lots of job advertisements using verbal when referring to spoken communication.

If you've been in work for any period of time then you'll probably agree that speaking to people is usually the best way to go, at least in the first instance if this option's available. Besides being the quickest and fastest way to get your message across, there are many other benefits.

It's much easier to build rapport when speaking to someone compared to emails or other forms of communication. Verbal communication, done right means you can avoid misunderstandings, things won't be taken in the wrong way, and if they are, at least you can clear up any issues there and then.

Verbal communication is the way to go with most things. It's a much easier two-way dialogue, is great for relationship building and reduces the risk of issues down the line due to miscommunication.

### **2. Non-Verbal Communication**

It's not what you say but how you say it. This old saying has stuck around forever for a reason. In communication, people will pick up on more than just the words you use.

This everything else is your non-verbal communication and it includes

- Body language
- Tone of voice
- Facial expressions
- Eye contact
- Intonation



You can say the right words in the wrong way and the response you get will be completely different. And speaking to someone while not making any eye contact will make them feel like you're not listening.

### **When to use it**

It's impossible not to use non-verbal cues when communicating. Whether you mean to or not, you will be giving them. The key is to make sure that the cues you give off are the right ones, which align with your message.

Just like you wouldn't shake your head and say yes, all your non-verbal communication needs to be congruent with your verbal communication in order to make your message clear.

Used well, good non-verbal communication leads to better communication overall, less confusion and better rapport.

### **3. Formal Communication**

Formal communication is just that. When you communicate formally, you communicate in an official manner. The purpose of formal communication is to get the information across in a professional business manner.

This doesn't mean that you can't be professional when communicating more informally, but it does mean no slang or being too familiar or casual in your communication.

### **When to use it**

With time, you will hopefully build good relationships with your colleagues, your manager and anyone you do business with on a regular basis. However, there is still a place for formal communication, and depending on which industry you work in, how often this is will vary.

As a guide, formal communication is good for the following situations:

- When emailing anyone for the first time, particularly people outside your company and senior people inside
- When communicating specific types of information to your team



- Depending on your industry, when communicating with clients and stakeholders
- When sending a follow-up email after a meeting or discussion to confirm what's been discussed and agreed



#### **4. Lateral/ Horizontal Communication**

Lateral communication, also called horizontal communication is the communication between individuals, teams, groups or departments in an organization at the same hierarchical level.

The benefits of lateral communication include more open discussion, better collaboration and idea sharing, which can lead to better innovation and less miscommunication, confusion, and duplication of work between teams where responsibilities may overlay, or where both teams are working on the same project. In this type of communication teams also have more opportunity to be involved in decision-making processes and any disagreement or conflict can also be discussed and resolved, quickly.

The downside of this lateral communication is that it can slow things down if decisions then have to be checked and approved by management or if fast also need to be checked or confirmed.

#### **When to use it**

There are countless situations where lateral communication is beneficial. Although you'll be using it often some of the times when it really comes in handy include:

- When you're working on a project with your own or other teams
- To share cross-functional knowledge
- When you want to resolve conflict or agree on ways of working between teams



## 5. Vertical Communication

Vertical communication is the opposite of horizontal communication and is the communication between people, teams or departments of an organization at different hierarchical levels. For example, between you and your boss.

### Advantages

**The advantages of this type of communication include**

- You can share your thoughts and concerns with management
- Where it works well both ways there will be a good relationship between the team and the senior members of staff
- Everyone can be made aware of the policies, direction, and plans
- increases efficiency and can lead to effective decision making
- Increases discipline within the organization

### Disadvantages

- There are definitely some disadvantages to vertical communication.
- The bigger the company the more hierarchical layers there are. This can lead to very slow decision-making processes since so many people are involved, not just this, this also means that information is passed down more slowly as well and may even get distorted along the way, or not passed along at all.
- Another disadvantage of this type of communication type is that it can reduce relationships and cause separation between the management and the team, worse still if the information isn't fed through this can lead to all sorts of issues including loss of trust.



- When to use it
- But there are times when vertical communication is necessary, and it can actually increase trust.
- Some of the leaders that I've trusted most have been the ones that shared information openly with the team.
- Also, When you need to escalate an issue that can't be resolved among your peers, it helps to have a clear escalation chain and to know that you can speak to someone who will be able to take action
- Finally, as a manager sharing information about processes, job roles and policies all requires vertical communication.

## **6. Informal Communication**

Informal communication is a casual conversation between coworkers. It sits outside any business hierarchy and is more personal. It's the type of communication you have with your family and friends.

As you build strong relationships with your colleagues, the stronger these relationships become, the more informal communication you'll have.

Informal communication promotes rapport building. At its best it means that people get along and makes the office somewhere you actually want to be where you can get things done, but also have a laugh with people you get on with.

At its worst, informal communication, also referred to as the grapevine can lead to gossiping and inappropriate conversions in the workplace, which can damage the environment and culture?

## **7. Written Communication**

Finally, there's written communication, which goes beyond email. Written communication is anything that involves putting pen to paper, or typing. This includes emails, messenger, slack, text, PowerPoint presentations or even simply taking notes which might be used or referenced later. There are tons of reasons to write things down. If you don't already consider some of these great benefits:





It's a great way to organize information since you can lay things out in a variety of visual ways, for example by using bullet points and tables.

You can be clear and concise in a way that makes it easier to communicate more complex information.

### **1.2 Gathering information by listening.**

Gathering Information describes the process of acquiring knowledge. It is not the knowledge itself. When a portion of a story focuses on learning, it is the gathering of an education that is of concern, not the education that ultimately has been gathered. Gathering Information need not be an academic endeavor. One might learn to express one's feelings or learn about love. Gathering Information does not even require new information as sometimes one learns simply by looking through old information from a different perspective or with a new approach. It is not important if one is learning to arrive at a particular understanding or just to gather data. As long as the focus is on the process of gaining information or learning, Gathering Information is the operative word.

### **1.3 Purpose of information gathering**

The purpose of information gathering is to support the planning of your organizations work to become more fully inclusive.

It is important to look at **available facts** -- objective information, including demographics and best practices.

It is also important to look at **stakeholder perspectives** -- subjective information, including the opinions of your clients, potential clients, staff, board members, donors, etc. regarding the work that you do and how you do it.

The topics below will guide you through the information-gathering process.

### **1.4 Information Sources**

The main sources of information are users of the system, forms and documents used in the organization, procedure manuals, and rule books etc, reports used by the organization and existing computer programs.



## **1.5 Information Gathering Methods**

In order to determine the requirements of a system, information must be gathered from the customer. Ideally, the information obtained will enable a well-defined, accurate, and complete description of how the business functions as well as the people, functions and data involved. However, this is not always the case, and information is often misinterpreted or omitted entirely.

There are many techniques that can be employed when gathering information. The type of information you are trying to obtain, as well as the people providing the information, will determine which techniques you should use.

### **1.5.1 Methods of Gathering Information**

Methods of gathering information include:

- Interviews
- Questioning
- Questionnaires
- Observation
- Study of existing organizational documents, forms and reports

Information gathering methods are often used when the overall objective is clear and requirements are well defined.

#### **• PLANNING AN INTERVIEW**

Before starting the interview, the analyst must make a list of people to be interviewed and in what order, plan and note down a list of questions to be asked, plan several interviews with same person-mainly to clarify doubts and interview groups as appropriate.

#### **• INTERVIEWING TECHNIQUE**

There are some guidelines to ensure a successful interview

Make an prior appointment with the person to be interviewed and meet him at the allotted time. Read background material and go prepared with the checklist. State purpose of interview. Be punctual and pay attention to what user says. Do not use computer jargon. Obtain both quantitative and qualitative Information. Discriminate between essential and desirable



requirements. State what you understand and get it confirmed. Do not prolong interview, summarize the information gathered by you during the interview, and verify this with the user

- **Questioning:** a situation in which somebody is asked a lot of questions, especially, formally or officially or an instance of this.

### **1.6. Questioning techniques**

Questions can be divided into two main **categories**

- Closed questions
- Open questions

#### **Closed Questions**

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

Examples of closed questions are:

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

#### **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?

#### **Asking questions to clarify understanding**

Asking questions shows interest, not ignorance



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

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

### **USE OF QUESTIONNAIRES**

Questionnaires are useful for collecting statistical data. Sometimes the questionnaires are not promptly replied and several follow-ups/personal interviews may be required to get questionnaires back from respondents

But if the questionnaires are short the probability of getting the reply is high

When data has to be collected from large numbers of people questionnaires are useful.

### **Internal and external information**

#### **What is the difference between internal and external communication?**

Internal communication involves the communication that exists within a company and can take many forms. Key to the success of an organization is communication from within. In order to effectively engage in two ways symmetrical communication (the goal of public relations) communication is essential internally.

External communication covers how a provider interacts with those outside their own organization. This may be with the public, employers, community organizations, local authorities, job centers, funding bodies and other training providers.

**General correspondence:-** In many everyday situations you can deal with people by phone, but sometimes you have to put things in writing, especially in those situations where you need to keep a record of what's been said.

**What is email?** Electronic email, email is short hand term meaning electronic email, email much the same as a letter, only that it is exchanged in different way. Electronic email commonly called email or e-mail is method of exchanging digital messages from another to one or more recipients.



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

1. Why we gathering information? (2 points)
2. What are the sources of information? (3 points)
3. What are the methods of information gathering? (5 points)

**Note: Satisfactory rating - 10 points**

**Unsatisfactory - below 10 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**



## Information Sheet-2

## Recording Instructions/information properly

### 2. Recording information

The nature and extent of the record will vary depending upon the purpose, setting, and context of organizational services.

Records benefit both the client and the organization through documentation of treatment plans, services provided, and client progress. Record keeping documents the organization's planning and implementation of an appropriate course of services, allowing the organization to monitor the work. Records may be especially important when there are significant periods of time between contacts or when the client seeks services from another professional. Appropriate records can also help protect both the client and the organization in the event of legal or ethics

The process of keeping records involves consideration of legal requirements, ethical standards, and other external constraints, as well as the demands of the particular professional context.

#### 2.1 Instructions for recording your time worked:

- At the end of your work week, you must record your time for all hours worked, including overtime.
- It is your responsibility to record your time fully and accurately before submitting it to the client representative for approval. When required, you should record the in/out time or total time attributed to your work day and meal period. If you are not being provided a meal or rest break to which you are entitled, advise your Branch Adecco Representative immediately.
- Include in your hours worked all time spent changing in and out of your client required apparel at work (including uniforms and equipment), travel time required by your assignment (other than commuting time), and time waiting on client security lines, if applicable, to the nearest quarter (1/4) hour.
- Please notify your Branch Adecco Representative if you have questions regarding what time should be recorded.



- In order to ensure that your paycheck is accurate you must record your time completely and without errors.

### **Purpose of data/information recording**

The general purpose of **data recording** is to set in writing and assure the preservation of the **data** collected in the course of field or laboratory studies. The experimental design of each study determines the types of **data** to be collected in terms of the objectives and resources available for the study.

#### **2.1.1 Record keeping Guidelines**

##### **Guideline 1—Responsibility for Records:**

Generally organizations have responsibility for the maintenance and retention of their records.

**Guideline 2—Content of Record Organization strives to maintain accurate, current, and pertinent records of professional services as appropriate to the circumstances and as may be required by the psychologist's jurisdiction. Records include information such as the nature, delivery, progress, and results of organization services, and related fees. Considerations Regarding the Level of Detail of the Record**

##### **Guideline 3—Confidentiality of Records:**

The organization takes reasonable steps to establish and maintain the confidentiality of information arising from service delivery.

##### **Guideline 4 —Disclosure of Record Keeping Procedures:**

When appropriate, organization inform clients of the nature and extent of record keeping procedures (including a statement on the limitations of confidentiality of the records

##### **Guideline 5—Maintenance of Records:**

The organization strives to organize and maintain records to ensure their accuracy and to facilitate their use by the organization and others with legitimate access to them.

##### **Guideline 6 —Retention of Records:**

The organization strives to be aware of applicable laws and regulations and to retain records for the period required by legal, regulatory, institutional, and ethical requirements.

##### **Guideline 7 —Preserving the Context of Records:**

The organization strives to be attentive to the situational context in which records are created and how that context may influence the content of those records.



**Guideline 8—Electronic Records:**

Electronic records, like paper records, should be created and maintained in a way that is designed to protect their security, integrity, confidentiality, and appropriate access, as well as their compliance with applicable legal and ethical requirements.

**Guideline 9—Record Keeping in Organizational Settings:**

Professions working in organizational settings (e.g., hospitals, schools, community agencies, prisons) strive to follow the record keeping policies and procedures of the organization and others.

**Guideline 10—Multiple Client Records:**

The organization carefully considers documentation procedures when conducting couple, family, or group therapy in order to respect the privacy and confidentiality of all parties.

**Guideline 11—Financial Records:**

The organization strives to ensure accuracy of financial records.

**Guideline 12—Disposition of Records:**

The organization plans for transfer of records to ensure continuity of treatment and appropriate access to records when the organization is no longer in direct control, and in planning for record disposal, the organization endeavors to employ methods that preserve confidentiality and prevent recovery.





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

1. Who are the users of information? (2 points)
2. what are record keeping guidelines? (4 points)

**Note: Satisfactory rating – 6 points**

**Unsatisfactory – below 6 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Short Answer Questions**



<b>Information Sheet-3</b>	Acting Instructions immediately in accordance with information received
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### **3. Acting instructions accurately/ immediately**

If you need to give instructions, give them clearly and immediately. How you give the instructions will depend on the workplace procedures of your worksite.

#### **3.1 Method of delivering instructions**

- speaking to them in person or over the telephone
- Writing the instructions down or providing printed instructions.

Written instructions may be brief dot points or detailed information depending on the situation and these may be faxed or emailed to the other person. When conveying information or instructions you need to:

- know what you want to say before you start talking know the required outcome
- know any procedures or policies that need to be considered

Consider any communication problems the listener may have such as:

- English as a second language
- Literacy and numeric problems
- Physical problems such as hearing impairment.

Team members who have English as a second language may have a variety of communication problems due to cultural differences. These differences need to be discussed with the person involved. During this discussion, speak openly about the issues related to the person's ability to understand the instructions. Ask how you can improve your communication to assist the person to understand. It may be something as simple as speaking more slowly or writing the instructions down. If you are unsure if a team member has understood your instruction, ask questions until you know the instruction has been understood. If necessary, write the instructions, so the person can refer to them as necessary. You need to convey the information and instructions accurately to ensure the task is completed correctly and safely.





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

1. How you develop credibility? (4 points )

**Note: Satisfactory rating – 4 points**

**Unsatisfactory – below 4 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**



#### Information Sheet-4

**Seeking Clarification from workplace supervisors on all occasion when instruction/information is not clear**

#### 4. Giving clarification from work places instruction

- Gathering, receiving or responding to instructions is an everyday activity at all constructions sites.
- Instructions must be given clearly and accurately to ensure the correct information is understood.
- Signs and safety requirements are governed by legislation, regulations and organizational requirements.
- English is the language used on worksites to convey written and verbal information.
- Questions can be used to gain further information and clarify understanding of the information.

#### **You understand how to:**

- Gather, receive and respond to instructions
- Convey instructions accurately
- Interpret and respond to work signage and other safety requirements
- Interpret information and confirm messages conveyed in English
- Use questioning to gain additional information and clarify understanding

#### **If you are receiving instructions you should:**

- Guess what they mean
- Ask your supervisor what they mean

#### **You may give instructions to another person by:**

- Writing the instructions
- printed instructions
- Speaking face to face/ telephone



**At your workplace, you will be**

- Gather information
- Receive information and instructions
- Convey or give information and instructions to others
- Ask questions and clarify information



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

1. By which way you give instruction to another person? (4 points )

**Note: Satisfactory rating – 4 points**

**Unsatisfactory – below 4 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**

