



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

- Reading and interpreting correctly **written notices and instructions**
- Following routine written instruction in sequence.
- Giving Feedback to workplace supervisor based on the instructions/information received.

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 –**

- Reading and interpreting correctly **written notices and instructions**
- Following routine written instruction in sequence.
- Giving Feedback to workplace supervisor based on the instructions/information received.

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 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	Reading and interpreting correctly written notices and instructions
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1. Meaning of written communication/notices

Now a day, communication is possible through a variety of media. The written form of communication includes letters, circulars, telegrams, memos, minutes, questionnaires, manuals etc. Everything that is transmitted in the written form falls in the category of written communication.

- It is formal in nature.
- Being permanent in nature, it can be preserved and can become evidence.
- It is time consuming and slow in nature.\
- There are less chances of misunderstanding.
- Written communication is rigid and cannot be changed.
- It can be rescrutinized even after an apse of time. One can review whenever required.
- More accuracy is possible while preparing the statement.
- It carries importance.
- Written communication depends on the use of symbols and requirespreciseselection of symbols
- Written communication includes letters, circulars, minutes etc.
- Written communication is precise, permanent, and legally important and it gives sufficient time to think and act.
- Written communication consumes more time and rigid..

Merits

- Written communication can be accurate and precise.
- It can be referred again and again till it is properly understood.
- It serves as a permanent record.
- It can serve as a legal document.



- It facilitates to fix up responsibilities if needed.
- In case of written communication. there are less chances of missing any point.
- Even lengthy matters can also be transmitted.
- It helps in reducing disputes as it can be referred as evidence.
- It gives enough time to the receiver to think, understand and act.

Demerits (Limitations)

- Written communication is time consuming.
- It is a costly process.
- Quick clarification of doubts and misunderstandings is not possible.
- Addition or alterations, if required become expensive and time consuming.
- There are great chances of leakage of the content.
- It lacks personal touch.
- There is a possibility of delay

2.1 Types of written of notice

There are many situations in which written notices are used, and many types of document are prepared for official work. The layout for each documents are fixed agreement, custom and tradition.

1. Letters

- Is the most widely used
- It has its own layout
- It is used mostly for external communication
- Memo(short form of memorandum
- Is an information message b/n members of a company or an institution
- It is generally related to daily work
- Information on instruction can be conveyed by a memos
- Many companies provide pads of memo forms for the exchange of short message among individual employees.



- Memo form are usually small b/c the message are expected to be brief and simple
- The form of memo may have the company's name printed on the top.
- Notices
- Is required when many people within organization have to be informed
- Is the most common methods of mass communication within a company
- It must be in a simple language and direct style
- It must be easy understood even by lower workers
- The message should be short and include only need information

2. A circular

- Is a detailed document giving information ,instruction, or order on specific matter
- Every circular has a number a date for reference and is signed by the authorized person of the issuing office
- Circular are generally issued by government department and other official bodies

3. Report

- A document prepared by an individual or group of person who are entrusted with the task of collecting information, data on a given matter
- It require careful collection data, presentation of the finding ,conclusions and recommendations

4. Minutes/ records

- Are the written records of decision taken at meeting
- Different bodies have their own choice or practices in recording the discussion and decision.
- Summarizing the discussion preceded the decision , and the general format remain the same
- It may be written in a minutes book or type and filed in a minutes file
- It is a legal document and every member have a right to see and ask for certified copy of them



Other written notices and instructions may include.

- Handwritten material
- printed material
- Internal memos
- External communications
- Electronic mail
- Briefing notes
- General correspondence
- Marketing materials and Journal articles

2.2 The three-step writing process consists of planning, writing, and completing your messages

■ **Planning business messages.** To plan any message, first analyze the situation by defining your purpose and developing a profile of your audience. With that in mind, you can gather information that will meet your audience's needs. Next, select the right medium (oral, written, or electronic) to deliver your message. With those three factors in place, you're ready to organize the information by defining your main idea, limiting your scope, selecting an approach, and outlining your content..

■ **Writing business messages.** Once you have planned your message, adapt to your audience with sensitivity, relationship skills, and style. Then you're ready to compose your message by choosing strong words, creating effective sentences, and developing coherent paragraphs. Writing business messages is discussed in Chapter 4

■ **Completing business messages.** After writing your first draft, revise your message to make sure it is clear, concise, and correct. Next produce your message, giving it an attractive, professional appearance. Proofread the final product for typos, spelling errors, and other mechanical problems. Finally, distribute your message using the best combination of personal and technological tools. The more you use the three-step writing process, the easier and faster it will become. You'll also get better at allotting your time for each step. As a general rule, try using roughly half your time for planning,



a quarter of your time for writing, and the remaining quarter for completing the project.

2.2 Routine written instruction.

2.2.1 Written communication

Agriculture, horticulture and land management enterprises often require workers to use written forms of communication. This may involve reading workplace notices and instruction such as:

- Signs and labels
- Notes, messages and memos
- Rosters and work schedules
- Safety material and notices
- Invoices and dockets with customer information
- Tables and simple graphs.

Employees may also be required to write down information, messages and material and tool requirements. They will need to fill out a variety of workplace forms.

To be effective, written workplace information must be:

1. **Clear** – the handwriting must be legible and the information written in a manner that will not be confusing.
2. **Concise** – the message should be written in simple language using short sentences or point form. Unnecessary information and repetition should be avoided.
3. **Correct** – accuracy is very important when writing down information. If taking a phone message, read the details back to the caller, especially names, addresses and phone numbers. Use correct terminology where appropriate.
4. **Courteous** – as with verbal communication, the style of the language chosen should be appropriate to the situation and the reader.

3.1 Ethical work practices in handling communications

Ethics is a basic component of human communication in sending and receiving and responding of all round information in life, which it is governed by natural law. Good



ethical practices like respecting customers and coworkers, respecting the law, integrity, transparency, loyalty, confidentiality, and the likes are the component of handling communication. If ethical work practices are not expected we can't handle communication properly and it may create dispute between the workers and the customers. To handle communication of the work environment we have to develop ethical work practices.

Conciseness in receiving and clarifying messages/information/communication.

- Getting your message across in a way that is clear and coherent to everyone that is listening is a critical skill in organizational as well as personal life.
- The Communication Effectiveness Profile provides a highly structured process through which to look at the large and often complex subject of communicating with other

Receiving the message

Receiving the Message looks at how well you listen to and successfully "process" what others are saying (verbal and non-verbal messages) before you respond.

It asks the question: "How attentive or empathetic are you in a listening situation so that you can fully appreciate what the speaker is trying to convey

Clarifying

- Clarifying looks at the extent to which you use careful and incisive questioning techniques to successfully "translate" the words and actions of the other party in order to understand their meaning. It asks the question: "How well do you gently question and probe the other person in a conversation or discussion, in order to ensure that you accurately interpret their message?"

Understanding

Understanding looks at the extent to which you make sense of what you see and hear in order to engage fully in a conversation and respond intelligently, according to the circumstances. It asks the question: "How well do you reflect and process information while someone is speaking, in order to understand the key aspects of what is being



communicated and how you might respond

2.3. Feedback

Feedback is an essential element for everyone in an organization's workforce. Giving feedback is a task you perform again and again as a manager or supervisor, letting people know where they are and where to go next in terms of expectations and goals - yours, their own, and the organizations.

Feedback is a useful tool for indicating when things are going in the right direction or for redirecting problem performance. Your objective in giving feedback is to provide guidance by supplying information in a useful manner, either to support effective behavior, or to guide someone back on track toward successful performance.

Feedback on performance may include

- Formal or informal performance appraisals, which generally occur on a regular basis. The first appraisal usually takes place three months after an employee starts a job then every six or twelve months thereafter. These appraisals allow for a formal method of feedback which can lead to modification of work performance, further training and re-evaluation of performance.
- Obtaining feedback from supervisors and colleagues – mainly in the form of informal comments on a job well done or suggestions of how to complete a task.
- Obtaining feedback from clients – hopefully positive praise rather than negative points.
- Personal, reflective behavior strategies – thinking about what you have done and how you can improve it next time.
- Routine organizational methods for monitoring service – these include customer complaint or satisfaction forms, and surveys that are completed at the end of a task.

It is important that your work performance is monitored and that you receive feedback that is constructive and encourages you to strive for improvement. Some clues that constructive feedback is needed are when:



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. List types of written of notice?(5 points)
2. What is ethics? (5 points)
3. Define feedback? (4 points)

Note: Satisfactory rating – 14 points

Unsatisfactory – below 14 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-2

Following routine written instruction in sequence

2. Follow Routine Instructions

Routine

- The usual sequence for a set of activities.

Instruction

- a spoken or written statement of what must be done, especially delivered formally, with official authority, or as an order.

Giving and receiving routine instructions is vital to the safe and efficient operation of a work. This topic explores how you can improve your communication skills to ensure that routine instructions are understood and followed.

To learn more about how to give and follow routine instructions in the workplace, select an item from the menu, starting with *giving instructions*.

2.1 Giving instructions

Some people in the workplace may

- Have limited communication skills
- Use English as a second language

When giving verbal or written instructions, the instructions should be in simple, clear and concise English, so they can be easily understood.

Instructions must be logically thought out and given in a step-by-step sequence.

It is the responsibility of the person giving the instructions to ensure that the receiver:

- Understands the instructions
- Has the necessary skills and experience to carry out the instructions.

Instructions must be clear and concise

The person giving instructions should ask questions to ensure the receiver not only understands the instructions but is able to carry them out.



If a person is uncertain about his ability to carry out an instruction, then the assistance of a more experienced person will be required to prevent:

- Accidents or emergencies
- Process upsets or shutdowns
- Equipment damage or downtime.

2.2 Give and Follow Routine Instructions

For communication to be effective and efficient, instructions must be given:

- Clearly and concisely
- In a courteous and supportive manner
- Instructions should be given in a way that does not:
 - Humiliate the receiver
 - Criticise the receiver
 - Talk down to the receiver.

Communicating with colleagues or subordinates that humiliates, criticizes or talks down causes negative emotional responses such as:

- Anger
- Insecurity
- Lack of confidence
- Low morale.

Such negative emotional responses are certain to make communication ineffective and inefficient. Sometimes the receiver will simply ignore your instructions.

Instructions should be given and received in a supportive way that will make people more productive and cooperative.

2.3 Tips on giving directions:

1. Provide context and be specific

- Give all the details. Provide any background to help that person better understand the task at hand. Try your best to be as detailed as you can, especially when you have a set idea about how the task should be done.



2. Ask politely rather than barking orders

- Tone of voice can change everything, especially when telling someone what to do. Speak at a reasonable volume and use kind, respectful words. Try to avoid negative language and don't forget to say "please."

3. Offer the other person the opportunity to ask questions

- Whenever the one receiving the task is unsure, it's important that you allow him time to ask questions. The better he understands what to do, the greater chance for a successful outcome.

4. Resist any urge to micromanage:

- If you give directions properly, you should not feel the need to oversee or micromanage. Instill faith in your task-doer by letting him do things without you to the best of his ability. Provide positive feedback and appropriate gratitude: When the task is complete, be sure to affirm the person. This makes your team member feel respected and trusted. And give clear, helpful feedback or constructive criticism if the task was done improperly.

2.3.1. Tips on taking directions and fulfilling tasks:

Actively listen

- Try to listen intently, not just hear. When you actively listen, you can better understand what you need to do. Here's a trick that may help: pretend that there is going to be a quiz after the conversation. Visually think about what's being said and maybe even repeat it in your head.

Take notes

- Instead of trying to remember everything, write it down. There's nothing wrong with keeping notes; it shows that you are prepared, organized and want to do the job correctly.



Ask questions

- If you are even slightly unsure of what you are being asked to do, don't be afraid to question. Make sure the other person allows you the chance to find out all the needed details to move forward.

Respond with a good attitude

- Just as the person giving directions needs to speak respectfully, it's important to respond respectfully. If you go into the conversation with a bad attitude, it's likely that performing the task will be much more challenging.

Before starting the task, make a checklist

- Whenever there is a job that requires multiple steps, try organizing a to-do list. Check things off as you go to make sure you don't miss anything. Then when you're done, be sure to review your work.

Overall, positive communication and listening are essential when giving and taking instructions. For some jobs, following step-by-step directions is pertinent, but in the case of working in an office, warehouse, restaurant, etc., learning how to provide direction properly and knowing how to take direction make for a smoother and more productive work environment.

2.3.2 Ensuring instructions are understood

After giving instructions, it is essential to question the receiver to ensure the instructions are fully understood.

To ensure understanding, questions should be worded so that the receiver cannot give a simple 'yes' or 'no' reply, as such a reply does not prove understanding.

Questions must be worded so that the receiver can reply in a way that shows knowledge and understanding.

2.3.3 Carrying out Routine Instructions

Instructions for carrying out prescribed or routine tasks can be in the form of:

- Standard Operating Procedures
- Occupational Health and Safety guidelines.



- Job cards
- Emergency procedures

The steps in the Standard Operating Procedures must be strictly adhered to when performing any routine or prescribed task.

If the verbal or written instructions are not clear or are ambiguous, advice or clarification should be obtained from a team leader before starting the task. Do not try to guess what the instructions mean.

The order in which tasks are carried out should be worked out in advance and displayed in work schedules.

Where a task cannot be completed in one shift, information about the task must be relayed and any problems discussed during the shift handover, so that the next shift can complete the task safely according to instructions.



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. Define routine instruction? (2 points)
2. List some tips on giving directions/instructions?(3 points)

Note: Satisfactory rating – 5 points

Unsatisfactory – below 5 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-3	Giving Feedback to workplace supervisor based on the instructions/information received.
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3. Feedback

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3.1 Feedback on performance may include

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- Personal, reflective behavior strategies – thinking about what you have done and how you can improve it next time.
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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. Define feedback? (2 points)

Note: Satisfactory rating – 2 points

Unsatisfactory – below 2 points

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Reference

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