

ACCOUNTING AND FINANCE

LEVEL – II

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Introduction to the Module

Accounting and finance filed; the Applying Business Communication in the work place helps to know the Accessing information from appropriate sources, using effective questioning, active listening and speaking skills, Using appropriate medium , Using appropriate non- verbal communication , Identifying and following appropriate lines of communication ,Using defined workplace procedures, Carrying out personal interaction Accounting and finance filed.

This module is designed to meet the industry requirement under the Accounting and Finance occupational standard, particularly for the unit of competency: **Applying Business Communication in the work place**

This module covers the units:

- Obtain and convey workplace information
- Participate in workplace meetings and discussions
- Complete relevant work related documents
- Describe team role and scope
- Identify own role and responsibility within team
- Work Effectively as a team member

Learning Objective of the Module

- Obtain and convey workplace information
- Actively participate in workplace meetings and discussions
- Correctly complete relevant work related documents
- Describe team role and scope
- Identify own role and responsibility within team
- work Effectively as a team member

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

- Read the information written in each unit
- Accomplish the Self-checks at the end of each unit
- Perform Operation Sheets which were provided at the end of units
- Read the identified reference book for Examples and exercise

Unit One: Obtain and convey workplace information

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

- Accessing information from appropriate sources
- Using effective questioning , active listening and speaking skills
- Using appropriate medium
- Using appropriate non- verbal communication
- Identifying and following appropriate lines of communication
- Using defined workplace procedures
- Carrying out personal interaction

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Accesses Specific and relevant information from appropriate sources
- Identify Effective questioning , active listening and speaking skills
- Use the Appropriate medium to transfer information
- Use Appropriate non- verbal communication
- Define workplace procedures for the location and storage of information

1.1. Accessing information from appropriate sources

1.1.1. Overview of Communication

The word “communication” came from the Latin word “communis” which means commonness. When people communicate with one another, they establish commonness; they share a commonality.

“Communication is a process through which two or more human beings share each other’s thoughts, ideas, feelings, insights, and information and exchange meanings. Communication is not simply sending message...It is creating understanding swiftly, clearly and precisely.”

Information is the summarization of data. Technically, data are raw facts and figures that are processed into information, such as summaries and totals. But since information can also be the raw data for the next job or person, the two terms cannot be precisely defined, and both are used interchangeably. It may be helpful to view information the way it is structured and used, namely: data, text, spreadsheets, pictures, voice and video.

1.1.2. Information from appropriate sources

An Information Source is a source of information for somebody, i.e. anything that might inform a person about something or provides knowledge to somebody. Information sources may be observations, people speeches, documents, pictures, organizations etc.

Information is expressed either as the content of a message or through direct or indirect observation.

They tend to be very “of the moment” and may contain information that was later disproven.

A primary source is most often created during the time the events you are studying occurred, such as newspaper articles from the period, correspondence, diplomatic records, original research reports and notes, diaries etc.

Appropriate sources

- Team members
- Suppliers

- Trade personnel
- Local government
- Industry bodies

Types of information sources:

- Books
- Encyclopedias
- Magazines
- Databases
- Newspapers
- Library Catalog and Internet

Importance of Communication in the Workplace

There is no denying the importance of communication in the workplace, considering the fact that in an organization people belonging to different social and professional backgrounds come together to work for the same goals.

- Communication is the transfer of information from the sender to the receiver with the information being understood by the receiver.

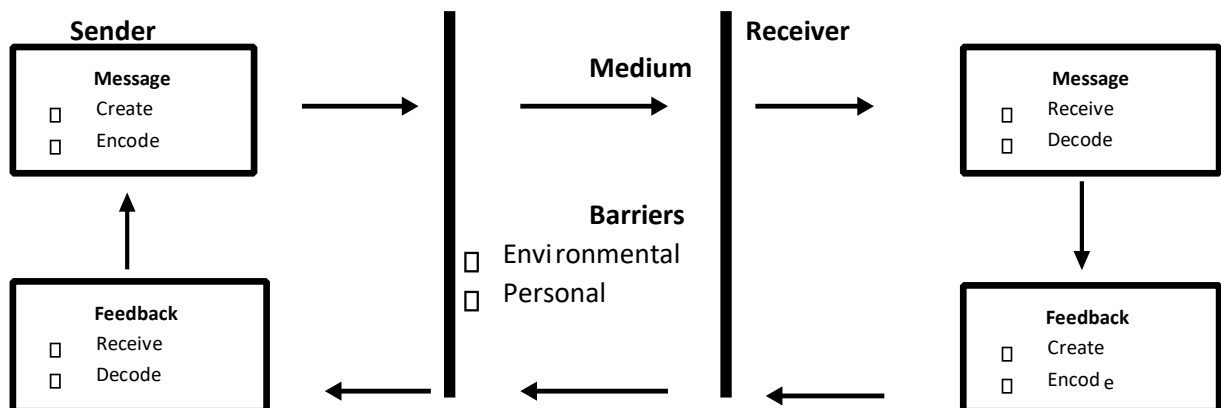


Figure 1: The Communication Process

Communication is the transfer of information from the sender to the receiver with the information being understood by the receiver.

The seven (7) components of communication are –

1. **Source** – The source is the originator of the message. The person or persons who want to communicate a message to another person or a group of people. – The source of a message can be an individual speaker addressing a group, a student asking for a question for clarification, an institute director inviting guest lecturer to speak on a selected topic, or a person writing a letter.
 2. **Message** – is the idea, thought, or feeling that the source wants to communicate. – This message is encoded or converted into verbal and nonverbal symbols that will most likely be understood by the receiver.
 3. **Receiver** – is the recipient of the message. – can be an individual or a group of people. – Once the receiver hears the words and receives the nonverbal cues from the sender, he must interpret or decode them if communication is to occur.
 4. **Encoding** – converting the idea, thought, or feeling into verbal and nonverbal symbols • Once the source has decided on a message to communicate, he must encode or convert that idea, thought, or feeling into verbal and nonverbal symbols that will be most effectively understood by the receiver.
 5. **Channel** – is the medium by which the message is communicated. – Medium is a means used to exchange / transmit the message. – The source can utilize the channels of sight, sound, touch, smell, and taste. – You should creatively select the channels of communication to productively communicate your message.
 6. **Decoding** – is the process of making sense out of the message received. Interpreting the language , the receiver must interpret the language and behaviors sent by the source so they will have meaning. – After the receiver decodes the message, he (now the source) can encode a return message and send it back to the other person.
 7. **Context** – All communication occurs within a certain context. The context is made up of the physical surroundings, the occasion in which the communication occurs, the time, the number of people present, noise level, and many other variables that can influence and affect the encoding and decoding of messages. The context plays an important role in the communication process.
- **Feedback** – Feedback is the main component of communication process as it permits the sender to analyze the efficacy of the message. – It helps the sender in confirming the correct interpretation of message by the decoder.

Feedback may be • verbal (through words) or • non-verbal (in form of smiles, sighs, etc.). – It may take written form also in form of memos, reports, etc

1.2. Using effective questioning, active listening and speaking skills

1.2.1 Effective questioning



Figure 1. 2. Asking effective questioning

Effective questioning involves using questions in the classroom to open conversations, inspire deeper intellectual thought, and promote student-to-student interaction. Effective questions focus on eliciting the process, i.e. the 'how' and 'why,' in a student's response, as opposed to answers which just detail 'what.'

Effective questioning involves using questions in the classroom to open conversations, inspire deeper intellectual thought, and promote student-to-student interaction.

Benefits of Effective Questioning

Using effective questioning in your classroom brings a host of benefits, as it:

- Encourages students to engage with their work and each other
- Helps students to think out loud
- Facilitates learning through active discussion
- Empowers students to feel confident about their ideas
- Improves speaking and listening skills
- Builds critical thinking skills
- Teaches respect for other people's opinions

1.1.2 Active listening



Active listening is a way of listening and responding to another person that improves mutual understanding. It is an important first step to defuse the situation and seek solutions to problems. This lesson gives students the opportunity to identify what active listening is and why it is important in managing conflicts. Active listening is when you are fully aware and concentrate on what is being said rather than passively hearing what the speaker is trying to convey.

Figure 1.3

The goal of active listening is to acquire information, listen to understand people and situations before responding to it. Active listening is an important communication skill.

Signs of active listening

There are both verbal and non-verbal signs of active listening. These are cues that show the speaker that you understanding what they are saying.

Here are a few verbal signs of active listening:

1. **Paraphrasing:** Summarizing what the speaker just said shows them that you comprehend. Rather than giving a verbatim summary, highlight a few of their main points.
2. **Asking thoughtful questions:** These are questions that confirm or clarify what the speaker is saying or add to the conversation. When asking questions, think about what they just said in order to avoid questions that were already answered.
3. **Positive encouragement:** As someone is speaking, you can use subtle words or phrases to encourage them to continue.
4. **Eye contact:** Giving eye contact can be seen as a sign of respect. The amount of eye contact you give to the speaker can depend on the situation.
5. **Smiling:** Looking pleased as someone is speaking can encourage them to continue their thoughts and feel at ease. It's a simple way to affirm their thoughts and show that you are open to what they are sharing.

Use active listening in the workplace

Active listening at work can help you get to know your colleagues better and show others that you care about their thoughts and opinions. By following these steps, you can improve your listening skills:

1. **Quiet your thoughts.** This may take a bit of practice, but learning how to turn off your own thoughts and solely focus on what the speaker is saying is a big part of being a good listener. Rather than preparing your response, live in the present so you can absorb everything they are sharing. You may find that they will eventually address many of the questions or concerns you were planning to bring up anyway.
2. **Use verbal and non-verbal cues.** Naturally using the verbal and non-verbal cues discussed earlier can make the speaker feel important and respected. A combination of smiling, head nods, and eye contact may give them the affirmation they need to feel confident as they talk. Likewise, being mindful of your posture conveys a lot about your listening level. Using these non-verbal cues with paraphrasing, asking thoughtful questions, and giving positive encouragement is how you can be a respectful listener.
3. **Avoid judgment:** Until they are finished speaking, avoid drawing conclusions or judgments. First, listen to what they are saying at face value and then begin to reflect on what they shared afterward.
4. **Give a thoughtful response.** After the speaker is finished, give them appropriate feedback. This may be follow-up questions or sharing your own open and honest thoughts. By adding to their dialogue, they can continue to share even more information and insights.

1.2.3 Speaking skills

Speaking skills are defined as skills which allow us to communicate effectively. These skills give us the ability to convey information verbally and in a way that the listener can understand.

Speaking skills are one of the most important skills we learn, as they allow us to communicate with others and express our thoughts and feelings. Speaking skills can be separated into formal and informal speaking skills, and we use both types of speaking skills in a variety of contexts throughout life.

The three speaking skills

- Fluency
- Vocabulary
- Pronunciation

1.3. Using appropriate medium

1.3.1. Medium of communication

A medium in communication is a system or channel through which a speaker or writer addresses their audience. It's an outlet that a sender uses to express meaning to their audience, and it can include written, verbal or nonverbal elements.

Communication is essential in the workplace, and knowing the right channel to express your message to individuals or groups can help you communicate effectively. Using the right medium to communicate your message allows you to contact the right people in the way that best serves your communication goals. Learning about communication mediums can help you choose the right one for your message. In this article, we define what a medium in communication is, discuss why they're important, outline some different types of communication mediums and offer tips on how to choose the right medium for your message.



Figure 3.1. When Business Communication is applied at work place in ECX

Types of communication mediums

Face-to-face communication

One of the most common types of communication in the workplace is face-to-face communication. This involves direct communication between two or more people, usually in conversation with one another. It can also include no conversational, in-person communication, like a speaker presenting at a conference with an audience of professionals. An in-person, face-to-face communication medium typically uses verbal and nonverbal expressions to communicate a message. Speakers state their message and use body language to emphasize their meaning and intent. Listeners receive and process the message as the speaker delivers it, and they may respond immediately with their own thoughts and questions.

The benefit of this style of communication is its immediacy. In a conversation, all parties can participate. This allows for an equal exchange of ideas without the need to wait for a response. In-person communication may allow for more use of body language than other types of communication. It can be easier to see and interpret nonverbal cues from a conversation partner when speaking face-to-face in a physical setting rather than through a virtual channel like a video conference.

Virtual remote communication

Remote communication typically involves the use of technology to send a message to someone operating in another location. There are several types of remote communication methods, including those that involve written, verbal and visual communication styles. For example, one common type of workplace remote communication is email.

Remote communication is a great way to contact those working in a different location from your own. This form of communication is often less formal than a face-to-face meeting, though some may use video conferencing in place of face-to-face meetings for more formal conversations that

require remote communication. For example, an employer may establish a videoconference with a job candidate to conduct a remote interview in place of an in-person one.

Written communication

Although less common due to technological advancements, written communication can still play an important role in the workplace. This form of communication involves physically written notes, letters and memos. Written communication may either be formal or informal, depending on its context. For example, leaving a handwritten note as a reminder to a co-worker can be an informal style of communication. An example of formal written correspondence may be a handwritten card written to thank a co-worker for their support. Similar to virtual remote communication, written communication involves less immediacy than face-to-face communication.

Social media communication

Social media communication in the workplace is more commonly used to promote messages to external consumers rather than internal employees. Many companies use social media to connect with their target consumers through advertisements and promotions. Social media can be a great way for companies to attract the attention of customers, and it can combine various

Communication mediums. For example, some platforms support visual content like pictures, while others emphasize video communication. Most platforms allow users to interact in private or public chat messages, which can allow for communication between two or more participants.

Some companies or work teams may use social media for internal purposes. For example, your work team might use an instant messaging platform to quickly send messages to co-workers. Others may use professional social media platforms to conduct outreach with potential business partners. Although social media messaging is typically less formal than other types of messaging, it can be a convenient way to communicate with an audience.

In addition to spoken and written communication, nonverbal cues can help you express your message to your audience. Being aware of how nonverbal cues like posture, tone and gestures affect your communication can help you use these elements to better express yourself to your listeners. Often, people give nonverbal cues subconsciously when they speak to another person, but learning about these cues and how they express your ideas and feelings can help you use them to enhance your communication. For example, sitting or standing with good posture can help you express confidence during a presentation or job interview.

1.4. Using appropriate non- verbal communication

1.4.1. Nonverbal communication

Nonverbal communication is important because it gives us valuable information about a situation including how a person might be feeling, how someone receives information and how to approach a person or group of people. Paying attention to and developing the ability to read nonverbal communications is an invaluable skill you can leverage at every stage of your career.

1.4.2. Benefits of effective nonverbal communication

There are several ways nonverbal communication can support your ability to communicate effectively in the workplace, including:

- It supports your message.
- It communicates messages.
- It shows intention. .
- It conveys feelings.
- It offers support.
- It showcases your personality. Nonverbal
- It indicates a desired action.
- It deescalates tension.

Types of nonverbal communication

There are several types of nonverbal communications you should be aware of, including:

- Body language

- Movement.
- Posture.
- Gestures
- Space
- Paralanguage
- Facial expressions.
- Eye contact
- Touch

1.5. Identifying and following appropriate lines of communication

A line of communication (or communications) is the route that connects an operating military unit with its supply base. Supplies and reinforcements are transported along the line of communication. Therefore, a secure and open line of communication is vital for any military force to continue to operate effectively.

. Prior to the advent of the use of telegraph and radio in warfare, lines of communication were also the routes used by dispatch riders on horseback and runners to convey and deliver orders and battle updates to and from unit commanders and headquarters. Thus, a unit whose lines of communication were compromised was vulnerable to becoming isolated and defeated, as the means for requesting reinforcements and resupply is lost.

Establish good lines of communication

You should ensure your communication is clear - whether you're discussing an individual's care and support needs with them, agreeing appraisal outcomes with the workforce or writing the business plan.

- avoid using jargon, acronyms or complicated words
- consider how different people communicate for example you might need to use assisted living technologies or sign language to communicate
- have good internal communication that's role modelled by leaders for example an intranet, regular newsletter or workforce updates
- involve the workforce and people who need care and support in your decision making

- Leaders could have an open door policy and be open and approachable.

Importance of lines of communication

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. Quality communication is the act of effectively conveying and receiving messages to and from others, according to Mind Tools. 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.

- Line of Power
- Line of Technology
- In-Person Communication

1.6. Using defined workplace procedures

A workplace procedure directly relates to workplace policies. A procedure is a list of steps demonstrating how to implement a policy. Policies and procedures are used together to give employees a good understanding of company rules and values. A policy is a statement which underpins how human resource management issues will be dealt with in an organization. It communicates an organization's values and the organization's expectations of employee behaviors and performance.

Workplace policy and procedure

A policy is a guiding principle used to set direction in an organization. A procedure is a series of steps to be followed as a consistent and repetitive approach to accomplish an end result. Procedure is order of the steps to be taken to make something happen, or how something is done. Policies are those terms and conditions which direct the company in making a decision. Procedures are the sequential steps which direct the people for any activity.

Common workplace policies:

- Recruitment policy
- internet and email policy
- mobile phone policy
- non-smoking policy
- drug and alcohol policy
- health and safety policy
- anti-discrimination and harassment policy

1.7 Carrying out personal interaction

Interaction is an experience that other workers and consumers have when working with someone for a short time or for an extended period of time. Working with another translator and offering or receiving feedback is professional interaction. Participating in a structured debate, attending a conference or the meeting of a professional association are also forms of professional interaction in my book. Social interaction, just as the name suggests, relates to the relationships created between two or more people. It involves the interactions, communications, connections and propinquity between the people within an organization.

Interact with work

Here are some ways to communicate better with your colleagues at work:

- Listen actively.
- Speak with discretion and talk face to face.
- Offer constructive criticism.
- Build and earn trust.
- Get personal but don't be too casual.
- Consider communication preference and technology etiquette.

Address a team member

When addressing a group of employees, you might use “Dear Staff” or “Dear Team.” Always address your employees in a respectful manner.

Team interaction be improved

Top 5 Team Communication Strategies

- Have an open-door policy.
- Use project management software.
- Be open to feedback.
- Be clear about individual task responsibility.
- Do fun stuff to boost morale.

Team interaction mean

Group interaction refers to the dynamics of the team and the way individuals in the group interact with one another.

5 ways to communicate

In previous years, I have outlined four types of communication, but I believe there are actually five types of communication: verbal, non-verbal, written, listening, and visual.

Staff meeting

- Meeting objectives.
- Recognition of team member achievements.
- Notable organizational changes or accomplishments.
- Points to be discussed.

Introduce a new team

- Letter of Introduction Format
- Write a greeting.
- Start with a sentence on why you’re writing.
- Present the full name of the person you’re introducing.
- Explain their role and why it is relevant to the reader.

- Provide information on how they might work together or be helpful for each other.

To achieve effective team communication

- Work out loud to set the tone for open communication and transparency.
- Encourage, and take part in, debate and honest feedback on team projects.
- Respect feedback and new ideas, even if they're in contrast to their own opinion.

Positive Effects of Human Environment Interaction

- Renewable Energy.
- Urban Green Projects.
- Eco-Tourism.
- Protection of National Parks.
- Waste Reuse and Recycling.
- Water Management.
- Composting.

Communicate with your team

5 Ways to Communicate With Your Team That Will Actually Get Results

- Use Statements, Not Questions
- Maintain Confidence as You Speak
- Give Clear Directives, Not Suggestions
- Add a Deadline
- Repeat Your Request

Improve team communication

Finally, one of the easiest ways to boost communication is through team breaks. In most offices, team makers take breaks when they choose. While it's good to have the freedom to work at your own pace, sometimes it's nice to take a break with your co-workers.

Good communication is important because it is a process through which two or more people exchange information, and, if the message is not properly sent, misunderstandings can arise

Good communication, however, is also significant for building caring and satisfying relationships with your family, friends, co-workers, and society.

Good team communication

Good team communications help employees to understand their role and responsibilities to both the team and the company. Another element of good communication is active listening. Strong team communication teaches people how to listen and speak respectfully in a group setting.

Self-Check 1.1

Part I Give short answer for the following questions

1. Defined types of information sources (5pts)

2. Defined information sources (5pts)

3. Defined Effective questioning (5pts)

4. List and explain speaking skill (5pts)

5. Write the Benefits of Effective Questioning (5pts)

Part II: Match each of the terms listed in Column A with the most closely related term in Column B. Write your answers in the space provided.

Column A

- _____ 1. Communication
- _____ 2. Personal Appearance
- _____ 3. Dependability
- _____ 4. Reliability

Column B

- A. First Impressions
- B. Enthusiastic
- C. Faithfulness
- D. Integrity

_____ 5. Initiative

_____ 6. Cooperative

_____ 7. Honesty

_____ 8. Loyalty

_____ 9. Positive Attitude

_____ 10. Hygiene

E. Team Player

F. Additional Tasks

G. Always carry through

H. Complete assigned daily tasks

I. Good Grooming

J. Ability to express yourself

Unit Two: Participate in workplace meetings and discussions

This unit to provide you the necessary information regarding the following content coverage and topics:

- Attending Team meetings on time
- Express own opinions and listening those of others
- Consisting meeting inputs
- Conducting workplace interactions
- Interpreting and implementing meetings outcomes

For this learning outcome will also assist you to attain the following specific objectives. Specifically, upon completion of this Learning outcome you will be able to:

- analyze Team meetings on time
- express Own opinions clearly and listened to without interruption
- establish Meeting inputs and protocols
- conduct Workplace interactions

2.1. Attending Team meetings on time

Meetings are an essential part of doing business. Yet with so many types of meetings whether it's an on boarding meeting, a brainstorming session, or a status update figuring out which are actually productive and which aren't can be challenging. When given an exact time limit for completely meeting objectives, people are more likely to work harder to accomplish them. Keeping the time limit for meetings below one hour can help increase the effectiveness by helping to maintain attention. It is a gathering of members of a team in an organization. Team meeting can either be held face-to-face or remotely. There are numerous tools such as Talks Meetings that helps you to hold convenient and hassle-free virtual meetings. Talks Meetings software has excellent audio and video quality that never disappoints the meeting participants.

2.1.1. Types of team meetings everyone needs

Let's start with the sit-downs that are going to give you the most meeting bang for your buck the team meetings you actually need to get things done.

Getting new hires up to speed: The on boarding meetings that matter

On boarding your new hires is a must but chances are you'll need more than one meeting to get them up to speed. Here are a few team meetings you should plan to schedule for your new team members to make sure they have everything they need to succeed in their new role:

- **1-on-1s:** On your new hires' first day, schedule one-on-one meetings with any key team members they'll be working with, including direct managers, team leaders, and internal subject-matter experts.
- **Meet the team:** Within the first few days, it's also important to schedule a meeting for your new hires to meet and greet their new team. While any meeting format will work, a more casual environment, like a team lunch, can make your new team members feel more welcome.

Tools training: Schedule a time to train your new team members on any tools, systems, or software they'll need to know to do their job.

HR, Operations, and Facilities: It's important to get your new hires up to speed on the logistical side of your business as soon as possible, including human resources, operations, and facilities.

Brainstorming meeting Businesses run on new ideas. If you want to keep the river of ideas flowing, brainstorming meetings are a must. "Brainstorming meetings are designed to generate a lot of ideas over a short period of time and they're critical if you're trying to solve a problem or achieve a goal."

Kick-off meetings If you're rolling out a new project or initiative, you need your team to know about it. A kick-off team meeting is a great place to fill them in.

Kick-off meetings are effective for several reasons, says Chadron.

Feedback and retrospective meetings It's important to have a kick off meeting when you're starting a project, but if you want your team to really learn from their experience, it's just as important, if not more so, to have a retrospective team meeting when that project wraps.

Budget and financial meetings

There can be a lot of communication issues around money, which is why it's important to make financial team meetings a regular part of your rotation.

For budget and financial meetings to be effective, it's important to get everyone crystal clear on:

How much money you're going to spend

What the money is being spent on

What kind of return you can expect on your investment

Having everyone on the same financial page will minimize conflict in the future, keep spending under control, and help keep surprises to a minimum.

Benefits of a team meeting

A regular team meeting can be very beneficial to every organization. As a meeting member, what to talk about in a team meeting here are top team meeting benefits that you should know;

Keep everyone informed

Solve problems

Promote leadership

Opportunity for performance feedback

Provide training opportunities

Room for innovation

What makes a good team meeting?



Here are things that can help you lead a successful team meeting;

Use the right tools: Leading an effective team meeting can be very difficult if you don't have the right tools to do so. There is excellent online meeting software such as Talks Meetings that can make your work easy.

Figure 2.1. Team meeting

- **Choose a meeting leader:** Chaos will ensue if there is no leader to chair the meeting. In this case, the person who called the meeting should be given the responsibility of keeping things in order.
- **Control the number of attendees:** Having too many people in the meeting may dilute the information shared. It may result in participants having too many opinions and endless discussions. Therefore, it is important to have a manageable number of participants in the meeting.
- **Be accountable:** Assign someone to the responsibility of taking notes during the meeting. In this case, the ideas developed will be used to create an action plan of the organization.

2.2. Express own opinions and listening those of others



Figure 2.2

An opinion is simply how you feel or think about a certain issue. It's usually a personal viewpoint based on your experiences. Being asked to express your opinion shouldn't be scary, because we express opinions **all the time**.

Expressing Your Opinion

Before diving into common phrases, here are some tips that'll help you express your opinion in English as well as improve your speaking and writing skills.

Keep a diary to talk about your feelings/opinions. Make it a point to write in your diary every day. You can write about what you did that day, your likes and dislikes or use specific prompts to give your ideas.

Practice listening to other people's opinions through real-life videos on Fluent. The best way to master something is to observe how others do it.

Fluent takes authentic videos—like music videos, movie trailers, news and inspiring talks and turns them into personalized language

Giving an opinion is a common way of interacting with other people in formal and informal settings. Unsolicited opinions may be unwelcome, but most leaders find themselves being asked to express an opinion fairly often—and those with a reputation for wisdom are asked constantly.

If you want to give your opinion and you want to be heard, you must follow these principles:

First, make sure that the situation warrants an opinion. There are many cases where silence is the wiser path.

Ask yourself if you're the best person for the job. People will always come to leaders for an opinion, but there may be someone else on your team—or even in another area or organization—who's better qualified to respond. In those cases, you build more personal credibility by recommending someone else than by giving your own opinion.

Start by listening politely. Before you express your opinion make sure to listen. You'll know exactly what's being asked of you, you may learn more about the issue in the process, and the person doing the asking will be more engaged and receptive.

Think before you speak. Before you open your mouth to say something, take a step back and think through exactly what you're going to say. Consider your tone and make sure your word choices leave as little room as possible for misunderstanding or trouble. Maintain a professional demeanor and be mindful of your body language.

Make sure you have all the facts. Everyone has the right to express their opinion, but make sure to do your research and know the facts first. The more you know, the more you can put into words what you mean to say.

Say what you think in a detailed, straightforward manner. Provide as many relevant specifics as possible when you give an opinion to ensure that people fully understand your point of view. Focus on who what, when, and where of the situation to make a detailed statement of your opinion.

Use "I" statements. "I" statements are powerful because they promote connection and don't make the others feel alienated or excluded. People often state opinions in a way that makes them sound like facts—a habit that puts off the people they're trying to persuade. A simple preface like "I think..." or "In my experience..." can be all you need.

Provide the reasons for your point of view. Provide reasons and build a case to support your point of view. Your opinion gains credibility when it's backed up with solid data.

2.3. Consisting meeting inputs

A meeting output or outcome can include resource allocation decisions, action items, dispute resolution, prioritization decisions and new plans being made.

Meeting management tends to be a set of skills often overlooked by leaders and managers. An agenda item is one point or distinct part of a meeting agenda that can be specified separately from a group of issues that are to be considered in a meeting. Agenda items can be created by the

meeting facilitator who may also invite the meeting participants to request them. Basic information like the location, names of expected participants, date, start time and end time of the meeting. Even better, estimate the amount of time necessary for each agenda item

These are the 5 key components to running productive meetings

- ✓ A clear purpose. Every meeting has to have a clear purpose
- ✓ Outcomes. Every meeting has to have a maximum of three outcomes
- ✓ An agenda. Every meeting has to have an agenda
- ✓ Start on time
- ✓ Finish five minutes early

Components of a Business Meeting:

- ✓ Notice of a Meeting:
- ✓ Agenda:
- ✓ Minutes of the Meeting:

Meeting objective

A meeting objective is a simple statement that defines the desired outcome of the meeting. Its primary purpose is to give participants a measurable goal that they can work on achieving together.

2.4. Conducting workplace interactions

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. Positive interactions in the workplace have been shown to improve job satisfaction and positively influence staff turnover, as employees who experience support from colleagues are more likely to remain in an organization long term.

Benefits of Social Interaction at Work

Social interactions play an essential role in wellbeing, which, in turn, has a positive impact on employee engagement. Organizations with higher levels of employee engagement indicated lower business costs, improved performance outcomes, lower staff turnover and absenteeism, and fewer safety incidents (Gallup, 2015). Social interaction can lead to knowledge and

productivity spill over from trained to untrained workers in collaborative team settings or between senior and junior workers, particularly in low-skilled tasks and occupations (Cornelissen, 2016). For instance, Mas and Moretti (2009) found that productivity was improved when employees were assigned to work alongside faster, more knowledgeable co-workers.

Common interaction in work place

There are four main types of workplace communication: **verbal, body, phone and written**. During any point in the workday, you are always faced with at least one. Understanding how to communicate within these fields can be one of the most delicate skills an employee can learn. Communication can affect the overall success of your business, as effective techniques can lead to engagement and satisfaction among employees. Without communication from company leadership, employees may lose motivation and become directionless.

2.5. Interpreting and implementing meetings outcomes

Workplace meetings are an important element of business management. Meetings enable you and your employees to communicate and share information, solve problems or resolve disputes, improve performance, build teamwork and move projects forward. A meeting output or outcome can include resource allocation decisions, action items, dispute resolution, prioritization decisions and new plans being made. We define outputs as the tangible products of a process, such as reports, meetings and leaflets, which are useful in them but do not usually, meet the full

Meeting output or outcome

A meeting output or outcome can include resource allocation decisions, action items, dispute resolution, prioritization decisions and new plans being made. Whatever you have accomplished during your meeting as well as the direction that you choose to move in (including plans or decisions for the future) become your meeting output. Because your meeting outcome is based on the meeting goal or the purpose of your meeting, it's really important that you plan ahead to think about what you and your team are working towards. Then, take the tangible steps towards achieving your meeting goal.

Important of good meeting outcomes

- Everyone is clear
- Everyone is confident
- Everyone has an actionable plan

- Everyone feels confident about the team
- Everyone feels supported and encouraged
- Everyone contributes their thoughts
- Everyone has the opportunity to ask questions
- Everyone leaves the meeting feeling energized

Self-Check 2

Directions: Answer all the questions listed below. Use the Answer sheet provided

Part I Give short answer for the following questions

1. Defined team meetings (5pts)

2. List and explain principle of Expressing Your Opinion (5pts)

3. Defined meeting inputs (5pts)

5. Write Components of a Business Meeting (5pts)

Unit Three: Complete relevant work-related documents

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

- Completing range of forms
- Recording workplace data
- Identifying and acting up on errors
- Completing reporting requirements

For this learning outcome will also assist you to attain the following specific objectives. Specifically, upon completion of this Learning outcome you will be able to:

- Complete range of forms
- Record workplace data
- Identify and acting up on errors
- Complete reporting requirements

3.1. Completing range of forms

Forms are the basic tools for all types of office work. It is through the office forms all essential information required for efficient conduct of business can be received, recorded, arranged and transmitted in a systematic manner.

The documents include messages, emails, letters, directions, signs, bulletins, policies, websites, contracts, and regulations. Documentation refers to a set of records that professionals or companies keep to provide evidence or information that can be used to inform decisions. In the workplace, documentation is retained records of employment and company actions and events as required by legal mandates and company policy.

3.1.1 Forms

An ‘Office form’ may be defined as a printed sheet of paper or card with marked headings for entries to be made in hand or by typing. Forms are the basic tools for all types of office work. It is through the office forms all essential information required for efficient conduct of business can be received, recorded, arranged and transmitted in a systematic manner. Generally, the data may be collected from outside sources through bills, quotations, orders, statistical data, return etc.

The ready-made forms help the employees to collect the data without much difficulty. These forms reduce clerical work and collects only required information instead of writing down the whole matter. Hence, the form is printed or cyclostyled format for future use. Forms may be filled in ink or with a typewriter.

Meaning of Office Form:

A form is printed piece of paper containing some information with blank spaces left for the entry of required information briefly by the persons using it. It is called the raw material for office work. Common examples of office forms are invoices, credit notes, debit notes etc.

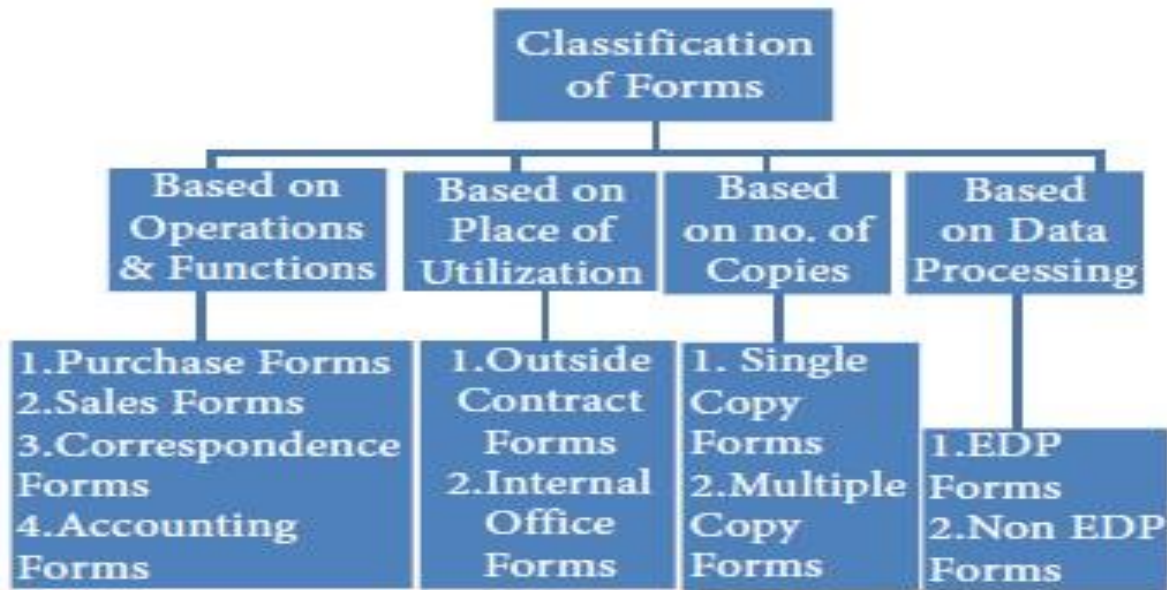


Fig. 4.3. Classifications of Forms

The forms can be broadly classified as under:

1. **Purchase Forms:** A purchase form is a commercial document and first official offer issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services. E.g., Purchase requisition form, Order form
2. **Sales Forms:** A sales form is an internal document of the company. It is generated by the company itself for selling their goods.
3. **Correspondence Forms:** Any written or digital communication exchanged by two or more parties. Correspondences may come in the form of letters, emails, text messages, voicemails, notes, or postcards.
4. **Accounting Forms:** The account form balance sheet is a financial statement format where the assets are reported on the left side and the liabilities are reported on the right side. The account form is kind of a visual representation of the accounting equation.

II. Based on Place of Utilization:

1. **Outside Contract Forms:** Forms sent to customers, creditors and other persons (outside the office) with whom the firm does business from the office (e.g., cheques, orders, invoices, statements, vouchers, etc.)

2. Internal Office Forms: Forms which are used by the employees of a business internally within the office (e.g., memorandum forms, requisitions, accounting forms, report forms, etc.).

III. Based on the Number of Copies Required:

1. Single Copy Forms: Single copy form is used to serve the only one purpose and kept by any one of the office employee. E.g. Employment application forms.

2. Multiple Copy Forms: These are prepared in duplicate or triplicate-the copies being used to transmit information to other departments or used as additional record ex. sub type unit, fan or Z arrangement.

3. E-Form (Electronic Form): An e- form is a computer program version of a paper form. E-forms eliminate the cost of printing, storing, and distributing pre-printed forms, and the wastage of outdated forms. E-forms can be filled out faster because the programming associated with e-forms can automatically- format, calculate, look up and validate information for the user.

Benefits of E-Form:

- It is easier to fill when compare to paper form.
- It can be easily and quickly responded.
- Adding questions and editing information can be done quickly and easily.
- Forms are made secure through use of password protection.
- It saves time and money.

Need for Office Forms:

Modern business depends much upon record. “A record is any written data that is made for possible future use.” Forms are needed together and preserve information for present and future use. Need for office forms arise as they serve the following purposes:

a. Gathering and Communicating Information: They collect the needed data and then communicate the same to perform different tasks.

b. Providing Specific Location: They provide a specific location for each item of information needed and thus the work of data entry, processing and reference becomes easy

c. Elimination of Recopying: As forms used to collect regular and standard information are prepared in duplicate and triplicate they eliminate the need for recopying repetitive or standard information, thus saving much time and money.

d. Identification of Records: They help to identify records and facilitate filing for future reference.

Following are the factors to be considered while designing office forms:

1. Forms must be designed according to the purpose of their use: The general purpose of a form is to make clerical work easier than what it would be if a blank paper was used.

2. Forms should be easy to use: The manner in which a form will be used must be kept in view while designing the forms and choosing the quality of paper for its printing. A form which is to be used on a typewriter or on a book-keeping machine should be so designed that it may have minimum number of starting places for the typist

3. The design of forms should be simple and facilitate the use: A simple design generally makes the form more convenient to use. The design should enable the placing of matter to be easily done.

4. Each type of form should bear a title and number: To use a form, one must refer to it by a title or number. The title of the form should be standardised and printed at the top. It should be clearly descriptive but short. The form title is more easily remembered by the clerks than the serial number.

5. The size of the form should be decided in accordance with the purpose in view: There is no hard and fast rule regarding the exact size of a form.

6. The type face for printing forms should be clear and distinct for purposes of reading: The form designer has to keep in view the type- face for printing so as to make the printed form neat and compact.

7. The right type of paper should be selected for every form: The printing, typing or writing impression desired will determine the quality of paper suited for the purpose. The appearance of the forms as regards finish colour, weight, etc., makes an appeal to the person to whom they are addressed.

8. Adequate provision should be made for punching, scoring and perforating the forms: If forms are required to be punched for binders, it should be arranged by specifying standard measurements from centre to centre of the holes. Scoring means impressing a line on the form which crease the paper so that time of printing. Perforation of certain forms may be required or a series of short dash (--) marks which cut partially through the paper.

Official documentation can be used in the workplace:

- Record of employee performance
- Record of disciplinary actions taken
- Document company policies
- Document company procedures
- Document work instructions
- Records for HR use

3.2. Recording workplace data

Data generated by workplace monitoring programs and activities are immediately useful as real-time, or near-real-time, indicators of exposure to chemicals of concern and as operational tools for mitigating risk and facilitating operating decisions. In addition, monitoring data collected and stored in a readily accessible form can provide a basis for a variety of other analyses. Employment records, also known as personnel files, are records kept by an employer that track an employee's relationship with the company. These records can include basic information collected during the interview process, including: Name. Contact information.

keep records

Keeping accurate and up-to-date records is vital to the success of any business. The business must realize that records kept will be one of the most important management tools it possesses and, therefore, it should be allocated due importance. Many business owners invest a lot of time and effort into the running of their business and yet fail to realize the importance of maintaining good documentation.

Business maintains records to monitor and record its normal business activities, it is also necessary because of obligations under the taxation laws.

Importance of Good Record Keeping

Record keeping can help to justify and explain why the company management made certain decisions. Cash flow problems are also found to be one of the leading causes of failure for businesses and having consolidating records will enable businesses to make better decisions.

Good record keeping is key for a successful business. Every person involved in business needs to keep records and the more organized the records the better the information you can retrieve from those records. Per the IRS, good records will help with the following:

- Monitor the progress of your business
- Prepare your financial statements
- Identify source of receipts
- Keep track of deductible expenses
- Maintain business asset list
- Prepare your tax returns and Support items reported on tax returns

3.3. Identifying and acting up on errors

Communication problems in the workplace happen when there are issues with the way information is shared or received.

Workplace Communication errors

Lack of in-person interaction between remote team members. Team members working on different schedules and across different time zones Different team members relying on or preferring different platforms for communication Team members being unsure where to look for documented information

Types Common Communication Errors

- Crossing our arms and leaning back
- Speaking loudly and quickly
- Bringing up the past
- Defending our feeling
- Judging another's feelings
- Interrupting the other person
- Ignoring the other person
- Blaming someone for our feelings

Communication Errors is occurring

Communication errors or issues typically occur in the workplace because of hectic schedules and busy professional lives. Resolving communication problems quickly prevents the situation from becoming worse and disrupting work flow or spreading to include other employees. Poor communication occurs at every level.

Ways it can help you to avoid common errors in communication include:

1. Sending important information direct to employee screens so that you can be sure it was received.
2. Visual tools like corporate screensavers and digital signage will benefit those who receive information better in this format.

3.4. Completing reporting requirements

A project Completion Report is a structured reporting format document as the final milestones of project prepared by the project manager. Give an overview of the project writing a summary statement that the project is complete as the beginning of the overview. The objectives, plan of work, and other items laid out in the proposal have been completed, and the final task is to write up the results of the project.

Work Completion

Work Completion means the fulfillment of all obligations by the Contractor in respect of the Works to be executed under the Contract in accordance with the terms and conditions set forth in the Contract.

How to create a project closure report

- Label the document
- Write an overview of the project
- Describe the project's accomplishments, outcomes and results
- Describe the project's scope
- Craft a project performance analysis
- Highlight challenges and risks that developed

Benefits of work completion Reporting

1. Tracking

Our first project reporting gem is tracking. Reporting allows you, your team, and stakeholders to track the current progress of the project against the original plan. Some items to track include Tasks, Issues, Risks, budget, schedule, and overall project health.

2. Identifies risks

Identifying risks is a key step to better projects. With the right reports, you can spot a risk early on and take action, or ask your project stakeholder for help. Reporting on risks also makes it easier for the team to work on the problem.

3. Cost management

Cost management is tricky. But with regular reporting, it's easy to view your expenditure clearly and manage your budget with full visibility.

4. Visibility

One aspect of project management we are often asked about is visibility. Reporting increases the amount of visibility into your projects and will give you full insight into how your project is performing, be it good or bad.

5. Control

6. Learning

Self-Check 3.1

Directions: Answer all the questions listed below. Use the Answer sheet provided

Part I Give short answer for the following questions

1. Defined Meaning of Office Form(5pts)

2. Write Official documentation in the workplace:(5pts)

3. Defined workplace data (5pts)

4. Write Importance of Good Record Keeping (5pts)

5. Defined Workplace Communication errors (5pts)

6. Write Types Common Communication Errors (5pts)

7. Defined completing reporting requirements(5pts)

Unit Four: Describe team role and scope

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

- Identifying the role and objective of the team
- Identifying team parameters and responsibilities

For this learning outcome will also assist you to attain the following specific objectives. Specifically, upon completion of this Learning outcome you will be able to:

- Identify The role and objective of the team
- Identify Team parameters, reporting relationships and responsibilities

4.1. Identifying the role and objective of the team

Team is a group whose members influence one another toward the accomplishment of an organizational objective or purpose. A collection of individuals who are interdependent in their tasks, who share responsibility for outcomes, who see themselves and who are seen by others as an intact social entity embedded in one or more larger social systems and who manage their relationships across organizational borders. A group consists of any number of people who interact with one another, are psychologically aware of one another, and think of themselves as a group.. A team works as a whole together to achieve certain things.

Interest in Teamwork

The most important element of team work is share information. Teamwork has become an important part of the working culture and many businesses now look at team work skills when evaluating a person for employment. Most companies realize that teamwork is important because either the product is sufficiently complex that it requires a team with multiple skills to produce, and/or a better product will result when a team approach is taken. Therefore, it is important that work in a team environment

Teamwork is rewarded and recognized. The lone ranger, even if she is an excellent producer, is valued less than the person who achieves results with others in teamwork. Compensation, bonuses, and rewards depend on collaborative practices as much as individual contribution and achievement

Structures to Support Teamwork

- To be effective, teams require clear structures that outline
- Team objectives
- Roles and responsibilities of team members
- Mechanisms for exchanging information
- Coordination mechanisms for team activities

Team objectives

- Team objectives must be firm, yet realistic
- Team objectives may be based on SMART goals:
- S-Simple
- M-Measurable
- A-Achievable
- R-Realistic
- T-Time

Team role

A tendency to perform, contribute and interrelate with others in a particular way. Team role shows the different types of contribution that is made to the team.

Team role: team roles describe your "soft product" contribution to team discussions and interactions. For example, when a team meets to resolve a team problem, each team member contributes a different type of perspective to the discussion, and tries to achieve a different effect. One person may want to clarify the problem being discussed; another may suggest ideas for resolution; a third may try to analyse the situation and produce an explanation of how the problem came about.

Teams can become unbalanced if all team members have similar styles of behavior or team roles. If team members have similar weakness, the team as a whole may tend to have that weakness. If team members have similar team-work strengths, they may tend to compete (rather than co-operate) for the team tasks and responsibilities that best suit their natural styles.

The Nine team roles

Action Oriented Roles	Shaper	Challenges the team to improve.
	Implementer	Puts ideas into action.
	Completer Finisher	Ensures thorough, timely completion.

People Oriented Roles	Coordinator	Acts as a chairperson.
	Team Worker	Encourages cooperation.
	Resource Investigator	Explores outside opportunities.
Thought Oriented Roles	Plant	Presents new ideas and approaches.
	Monitor-Evaluator	Analyzes the options.
	Specialist	Provides specialized skills.

4.2. Identifying team parameters and responsibilities

Parameters protect the team. Of the parameters Ethics is the overarching theme followed by Policy followed by Expectations of representative behavior. Once parameters are defined a leader must enforce the boundaries or risk weakening the team. Participating in meetings and voicing concerns as well as suggestions for improvement Answering or escalating concerns and queries from clients or other stakeholders. Completing a range of administrative tasks maintaining a high level of professionalism while representing the company the team manager is required to submit a weekly progress report for the team

Follow the same general writing guidelines

Name: Manager Name and Date Submitted: Put team manager/coordinator name and the submission date at the top.

Team Accomplishments: Summarize what the team accomplished in the last week.

Unfinished Tasks: List things you were supposed to have finished but didn't.

Schedule Revisions: Describe any changes that have been made to your teamwork Project Schedule.

Group Problems: Describe any difficulties your team is experiencing, whether technical, personal, or interpersonal. Describe any ideas or plans you have for addressing these problems.

Late Status Reports: List any team members who did not submit their individual status report on time.

Submission: Submit the progress report to the concerned body via email or any means of transmission by the due date stated in the Project Plan.

The Importance of Teamwork

- Reduced costs
- Quality of result has improved and service provided
- Increases employee involvement
- Reduces absenteeism and improves continuity
- Reduces conflict
- Enhances creativity and innovation

Creates better adaptability and flexibility in the organization

Core Competencies for Teamwork

- Knowledge of healthcare roles
- Ability to communicate effectively with other health professionals
- Ability to reflect the effect of health professionals' roles/attitudes related to mutual trust
- Willingness to work together

Protocol for Effective Meetings

- Respect
- Openness
- Participation
- Experimentation

- Safety

Teamwork can increase competitiveness by:

- improving productivity
- improving quality and encouraging innovation
- taking advantage of the opportunities provided by technological advances
- improving employee motivation and commitment

Self-Check 4

Directions: Answer all the questions listed below. Use the Answer sheet provided

Part I Give short answer for the following questions

1. Defined teamwork (5pts)

2. Write role and objective of the team (5pts)

3. Write the responsibility and team parameters (5pts)

Unit Five: - Identify own role and responsibility within team

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

- Identifying individual role and responsibilities
- Recognizing roles and responsibility
- Identifying reporting relationships

For this learning outcome will also assist you to attain the following specific objectives. Specifically, upon completion of this Learning outcome you will be able to:

- Identify Individual role and responsibilities within the team environment
- Identify Roles and responsibility of other team members
- Identify Reporting relationships within team

5.1. Identifying individual role and responsibilities

When teams have clear functions and responsibilities, they know what is expected of them and work more efficiently. Knowing their roles will also help them feel encouraged and motivated toward completing their various tasks.

Understanding how to develop the right roles for your team is crucial to your company's success. In this article, we define what roles and responsibilities are and determine how to best use each employee's skill set for your team's overall objective.

Individual role and responsibilities within the team

1. Members work interdependently and work towards both personal and team goals, and they understand these goals are accomplished best by mutual support.
2. Members should feel a sense of ownership towards their role in the team.
3. Members should work together and use their talent and experience to contribute to the success of the team's objectives.
4. Members base their success on trust and encourage all members to express their opinions, varying views, and questions. Having the right core team can make or break a project. Therefore, great care should be taken when selecting team members.

It might be very useful to consider the following elements:

- Team size
- Overall team composition
- Team member selection and exclusion criteria
- Member recruitment

Team size

- ✓ Recommended size is a team of 3-12 members. A team of 5-7 members is the best.
- ✓ Small teams (3 or 4 members) work faster and tend to produce results quickly, but there is less diversity.
- ✓ Teams greater than 7 or 8 members require an expert facilitator and the creation of sub teams to operate effectively. They have the potential for generating more ideas and be more diverse.

Begin team building

There are three main components in any team's work :

Goal: Result-oriented tasks or content aspect (e.g. team goals and objectives). These are usually developed through interaction with team members;

Methodology: Process aspect, which includes the team's interactions and how members work together (e.g. leadership, team roles, etc.) Teams, especially technical teams, frequently struggle more with process issues than with task issues;

Resources: Time, budget, computer facility, educational tools and administrative support.

Allocating duties and responsibilities for individuals

- When leading the team, you should:
- Determine the tasks and roles to be assigned
- Consider priorities, work requirements, and availability of resources
- Determine which roles must be filled and allocate tasks appropriately
- Consider the knowledge, experience, skill, availability, and scope of practice of each member of the team
- Communicate clear expectations of what team members need to do

Communicate the plan, team member roles, and task responsibilities

Request feedback about the plan and about progress toward achieving the plan's goals

Responsibility - is the state of being responsible, accountable, or liable, as for a trust, debt, or obligation. However, if the team member is not clear about the work they have been assigned or the due date, the leader/manager may have a communication problem.

assign work to team members, be clear about the following:

- Activity name(s). From the work plan.
- An explanation. Describe, if necessary, what the work entails.
- Start date and estimated end date.
- Estimated effort hours (optional).
- Estimated costs (optional).

- Deliverable.
- Dependencies.

5.2 Recognizing roles and responsibility

Roles refer to one's position on a team. Responsibilities refer to the tasks and duties of their particular role or job description. Employees are held accountable for completing several tasks in the workplace. When teams have clear functions and responsibilities, they know what is expected of them and work more efficiently. In this article, we define what roles and responsibilities are and determine how to best use each employee's skill set for your team's overall objective.

Benefits of functional roles and responsibilities

Along with increasing team efficiency, creating functional roles and responsibilities provides several other benefits that could help your company as a whole. Understanding these benefits will motivate team leaders to implement them in the future if they haven't already. Here are some of the benefits of establishing functional roles and responsibilities.

- **Increased productivity**
- **Team success**
- **Increased morale and momentum**

How to develop functional roles and responsibilities

- **Determine what needs to get done.**
- **Identify strengths and weaknesses.**
- **Refer back to a team member's job description..**
- **Get feedback**

Team member roles and responsibilities

Each team member has a role to play on the team, defined by skill set and experience. Here are some general roles and responsibilities for a team member:

- Actively participate.
- Be an active listener.
- Take notes.
- Complete tasks and assignments.

Team leader roles and responsibilities

The main role of a team leader is to provide the team with direction and support. They're also responsible for delegating tasks. To effectively lead a team, a team leader must outline not only the team's main objective but the tasks each employee is responsible for.

As an effective team leader, you should:

- Prepare material for your team.
- Maintain a team calendar or schedule.
- Schedule and hold meetings.
- Facilitate discussion.
- Communicate with team members.
- Assign responsibilities.
- Draft and deliver correspondence.
- Supervise team members.
- Support team members.

5.3 Identifying reporting relationships

Reporting relationships refers to an organizational structure in which every employee is placed somewhere on an organizational chart. The employees report to the employee who is listed above them on the organizational chart. Being familiar and having an understanding of the reporting structure within an organization helps employees to understand how their role functions and their accountabilities within the structure.

Important to know the reporting relationship as a team

Having an understanding of the reporting relationships within an organization is essential for employees to understand how their role functions, and to whom they are accountable. Related Articles: Align communication with workplace role. Use and produce documents and resources.

All three of these aspects together provide the ability for the company to gather data in an efficient way, which will enable them to make proactive decisions and create a competitive advantage.

There are eleven characteristics from which it can be determined if a reporting is strong or not:

- Accuracy
- Appeal
- Timeline
- Useful
- Cost-cutting
- Clear
- Detail
- Simple
- Relevant
- Comprehensive
- Audience Consideration

Since we now have a better idea of what it takes to create a report and what it involves, we now need to look at why we need reporting in the first place.

- Accountability Reasons
- Program monitoring reasons
- Program evaluation reasons
- Program improvement reasons
- Sharing the lessons learned with others
- Team collaboration
- Senior Management
- Day-to-day business
- Align incentives of employees
- Create and manage a solid control environment

- External reporting

After realizing the great importance of reporting, we must now appreciate how reporting actually benefits a company.

- Increased Productivity
- Client Satisfaction
- Employee Satisfaction
- Increased Communication and Collaboration
- More Efficient Use of Resources
- More Accurate Planning and Forecasting
- Timely Evaluation and Control

Self-check 5

Directions: Answer all the questions listed below. Use the Answer sheet provided

Part I Give short answer for the following questions

1, defined responsibilities of team (5pts)

2. Write Benefits of functional roles and responsibilities (5pts)

3. Write Important to know the reporting relationship as a team (5pts)

Unit six: - Work as a team member

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

- Using effective and appropriate forms of communications
- Making effective and appropriate contributions
- Observing Protocols in reporting
- Contributing to the development of team work plans

For this learning outcome will also assist you to attain the following specific objectives. Specifically, upon completion of this Learning outcome you will be able to:

- use Effective and appropriate forms of communications
- analyze Effective and appropriate contributions team activities and objectives, based on individual skills and competencies and workplace context
- use the Protocols in reporting standard operating procedures

6.1. Using effective and appropriate forms of communications

Communication is simply the act of transferring information from one place, person or group to another. Every communication involves (at least) one sender, a message and a recipient. This may sound simple, but communication is actually a very complex subject. Communication is a two-way process involving the following elements: a sender, a message, a medium, a channel, a receiver, a response and feedback. However, it is not sufficient to have just all these elements; there should be cooperation and understanding between the two parties involved.

When communication occurs, it typically happens in one of three ways: verbal, nonverbal and visual. People very often take communication for granted. Communicators constantly exchange information, meaning people always seem to be either receiving or giving information.

Forms of communications

The Four types of communication you need to know about are verbal communication, nonverbal communication, written communication, visual communication, and listening.

- Verbal Communication
- Nonverbal Communication
- Written Communication
- Visual Communication

1. Verbal Communication

Verbal communication is the use of words to share information with other people. It can therefore include both spoken and written communication. However, many people use the term to describe only spoken communication.

Four Types of Verbal Communication

- Intrapersonal Communication This form of communication is extremely private and restricted to our selves
- Interpersonal Communication. This form of communication takes place between two individuals and is thus a one-on-one conversation
- Small Group Communication
- Public Communication

2. Nonverbal Communication

Nonverbal communication, also called manual language, is the process of sending and receiving messages without using words, either spoken or written. Similar to the way that italicizing emphasizes written language, nonverbal behavior may emphasize parts of a verbal message. Nonverbal communication refers to the ways in which beings convey information about their emotions, needs, intentions, attitudes, and thoughts without the use of verbal language.

The many different types of nonverbal communication or body language include:

- Facial expressions
- Body movement and posture
- Gestures
- Eye contact
- Touch
- Space
- Voice
- Pay attention to inconsistencies

3. Written Communication

A ‘Written Communication’ means the sending of messages, orders or instructions in writing through letters, circulars, manuals, reports, telegrams, office memos, bulletins, etc. It is a formal method of communication and is less flexible. A written document preserved properly becomes a permanent record for future reference.

Written communication is a crucial skill to have in the modern information age. Most jobs require you to communicate in writing, whether through email, formal letters, notes, text messages or online messaging. Written communication skills allow you to give direction effectively. In this article, we list ways to communicate clearly using written communication.

Written communication is any written message that two or more people exchange. Written communication is typically more formal but less efficient than oral communication. Examples of written communication include:

- Emails
- Text messages

- Blog posts
- Business letters
- Reports
- Job descriptions
- Employee manuals

4. Visual communication

Visual communication is the practice of using visual elements to communicate information or ideas. Types of visual communication include animated GIFs, screenshots, videos, pie charts, info graphics, and slide deck presentations. Getting your message across in a clear, concise way can be difficult with words alone.

Visual communication is a way to communicate ideas graphically in ways that are efficient and help to convey more meaning. It's a critical element of any content marketing strategy. This is because visuals can help to evoke emotions in your audience, provide stronger examples for your message and so much more. Being able to communicate your message clearly is important no matter where you work. And incorporating visuals in your emails or presentations can change the way your team communicates.

Types of Visual Communication

- Process Diagrams
- Physical or virtual whiteboards
- Organizational charts
- Interactive diagrams and charts
- Empathy maps
- Screen recording
- Data visualization

6.2. Making effective and appropriate contributions

The communication brings people together, closer to each other. The communication is an important management function closely associated with all other managerial functions. It bridges the gap between individuals and groups through flow of information and understanding between them. In linguistics and communication studies, appropriateness is the extent to which an

utterance is perceived as suitable for a particular purpose and a particular audience in a particular social context. The opposite of appropriateness is (not surprisingly) inappropriateness.

Appropriate contributions of Effective communication

All managers and employees need to be aware of how people behave in order to provide the best working environment. Organizational behaviour is about how people may be motivated to work together in more effective ways. The interaction required to direct a group toward a set of common goals is called organizational communication.

The importance of communication in an organization can be summarized as follows:

Communication **promotes motivation** by informing and clarifying the employees about the task to be done, the manner they are performing the task, and how to improve their performance if it is not up to the mark.

1. Communication is a **source of information** to the organizational members for decision-making process as it helps identifying and assessing alternative course of actions.
2. Communication also plays a crucial role in **altering individual's attitudes**, i.e., a well-informed individual will have better attitude than a less-informed individual. Organizational magazines, journals, meetings and various other forms of oral and written communication help in holding employee's attitudes.
3. Communication also **helps in socializing**. One cannot survive without communication.
4. Communication also assists in **controlling process**. It helps controlling organizational member's behaviour in various ways. There are various levels of hierarchy and certain principles and guidelines that employees must follow in an organization. They must comply with organizational policies, perform their job role efficiently and communicate any work problem and grievance to their superiors. Thus, communication helps in controlling function of management.
5. An effective and efficient communication system requires managerial proficiency in delivering and receiving messages. A manager must discover various barriers to communication analyse the reasons for their occurrence and take preventive steps to

avoid those barriers. Thus, the primary responsibility of a manager is to develop and maintain an effective communication system in the organization.

Organizational communication refers to the forms and channels of communication among members of organizations such as corporations, non-profits or small businesses. Studies have found a strong relationship between the levels of communication in an organization and job performance and satisfaction. Organizational communication can be formal or informal, flow in various directions and make use of various media

6.3. Observing Protocols in reporting

Protocol means the formal, detailed description of a study to be performed as provided for in the Research Plan. It describes the objective(s), design, methodology, statistical considerations, and organization of a trial. For the purposes of the term, Protocol, for clinical research involving Human Subjects, includes any and all associated documents, including informed consent forms, to be provided to Human Subjects and potential participants in the study. Protocol means the document identified in Schedule 6 which describes the objective(s), design, methodology, statistical considerations and organization of the Study, and subject.

Protocols in reporting

Reporting Protocol means the specifications and requirements for reporting the Measures applicable to such Measures pursuant to Schedule 3 of this Agreement. The protocol should outline the rationale for the study, its objective, the methodology used and how the data will be managed and analyzed. It should highlight how ethical issues have been considered, and, where appropriate, how gender issues are being addressed.

The Different Types of Reports

- Informational Reports
- Analytical Reports
- Operational Reports
- Product Reports
- Industry Reports

- Department Reports
- Progress Reports
- Internal Reports
- External Reports
- Vertical & Lateral Report

6.4. Contributing to the development of team work plans

Work plans set out how a partnership will achieve its goals. They help convert big picture goals into smaller, more manageable outcomes and tasks. Work plans help ensure that the skills, experience and resources brought together by the partnership are used efficiently and sustainably. A team plan is used to provide future direction and guidance to the team, identify the team's goals and purpose, as well as how these goals would be achieved. Even though the format of a team plan can vary depending on the size and nature of the team, it usually consists of a team vision, goals, and strategies.

Development of team work plans

Developing a work plan starts by reviewing the various activities that you identified while developing strategies and measures and determining which of these need to be implemented over the current planning period. These can be compiled in a table- the list of your objectives, strategic actions, and monitoring needs.

Team Performance Plan

- Provide future direction of the team.
- Identify the desired performance levels of the team.
- Identify how these performance levels will be achieved.
- Provide guidance and direction to the team.
- Measure progress towards the desired performance levels.

Make a Work Plan

- Identify the Project Name, Purpose and General Timeline
- Put Your Work Plan into Context
- Establish Your Goals and Objectives

- Define and Coordinate Your Resources
- Understand Your Constraints
- Discuss Risks and Accountability

Elements of an Effective Performance Plan

- Start with a conversation
- Outline areas to work on
- Define quantifiable standards for success
- Determine a deadline for improvement
- Provide resources for improvement
- Explain consequences
- Communicate feedback regularly

Self-Check 6

Directions: Answer all the questions listed below. Use the Answer sheet provided

Part I Give short answer for the following questions

1. list and explain Forms of communications(5pts)

2. write Types of Visual Communication (5pts)

3. write contributions of Effective communication (5pts)

4. list and explain types of reports (5pts)

5. defined team work plans (5pts)

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