



# **INTERMEDIATE APPAREL PRODUCTION NTQF Level -II Learning Guide -#57**

**Unit of Competence:** - Interact with Garment  
Production Personnel

**Module Title:** - Interact with Garment Production  
Personnel

**LG Code:** -IND IAP2 M09 09 19 LO1-LG57

**TTLM Code:** -IND IAP2 TTLM1, 09 19 v1

**LO1:-** Describe workplace communication  
practices



## Instruction Sheet

## Learning Guide #57

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

### **Describe workplace communication practices**

#### 1.1. Describing roles of different production personnel

1.3.1. Patternmakers

1.3.2. Designers

1.3.3. Cutters

1.3.4. Sewers

1.3.5. Quality controllers

1.3.6. Maintenance personnel

1.3.7. Pressers

1.3.8. Dispatch personnel

1.3.9. supervisors

#### 1.2. Describing routine workplace communication channels and tools

#### 1.3. Identifying Communication protocols

1.3.1 Specific formats

1.3.2 Timing and content of communication required

#### 1.4. Identifying workplace interaction and quality standards

Maintaining documented records

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 –**

- Describe roles of different production personnel
- Describe routine workplace communication channels and tools and their appropriate uses
- communication protocols of different garment production personnel
- Identify workplace interaction and communication practices and quality standards



### Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 5.
3. Read the information written in the “Information Sheets 1” “Information Sheets 2” “Information Sheets 3” “Information Sheets 4”.
4. Accomplish the “Self-check 1” “Self-check 2” “Self-check 3” “Self-check 4” “in **page -11, 16, 20, and 22 respectively.**
5. Submit your accomplished Self-check. This will form part of your training portfolio.



## Information Sheet-1

Describing roles of different production personnel

### Introduction

#### 1.1 Describing roles of different production personnel

##### 1.1.1 Patternmakers

Apparel patternmakers draft patterns based on a designer's sketch of a style. The designer gives the sketch to the patternmaker, who can ask questions to determine details the designer is looking for.

Patterns may be drafted on paper or in a computer program designed for patternmaking. Most of the time, in modern American sample rooms, the patternmaker pulls an existing pattern (or block) and makes a modified copy of it to match the new style, either on paper or on computer. If the style is completely new, the patternmaker will usually drape a rough draft in muslin fabric on a dress form, then show it to the designer to discuss any changes before transferring the markings to paper to create the pattern for cutting. Patterns may also be drafted from measurements, but this method has fallen out of use, as it is less accurate and takes longer than the other methods. Patternmakers are also asked to copy existing garments without damaging them. This is a common practice in American sample rooms.

Patternmakers have a combination of engineering and design skill. They need to be able to understand what the designer wants, and translate that into the lines of a pattern that will cause the garment to fit correctly. Ideally the pattern captures not only the fit, but also the flair intended by the designer.

Pattern makers main function is to take the designer's ideas and translate them into pattern samples. After the samples are made, the designer may request a few tweaks before the final sample pattern is made. It is up to the pattern maker to create a final sample that will be used to mass-produce the garment.

Pattern makers work for fashion designers, retail companies, textile companies, design studios, and other manufacturing facilities. Some pattern makers are self-employed, so they might work for multiple clients at a time.



### 1.1.2 Designers

Fashion design is the art of applying design, aesthetics and natural beauty to clothing and its accessories. It is influenced by cultural and social attitudes, and has varied over time and place. Fashion designers work in a number of ways in designing clothing and accessories such as bracelets and necklaces. Because of the time required to bring a garment onto the market, designers must at times anticipate changes to consumer tastes.

Designers conduct research on fashion trends and interpret them for their audience. Their specific designs are used by manufacturers. This is the essence of a designer's role; however, there is variation within this that is determined by the buying and merchandising approach, and product quality; for example, budget retailers will use inexpensive fabrics to interpret trends, but high-end retailers will ensure that the best available fabrics are used.

Fashion designers attempt to design clothes which are functional as well as aesthetically pleasing. They consider who is likely to wear a garment and the situations in which it will be worn, and they work within a wide range of materials, colors, patterns and styles. Though most clothing worn for everyday wear falls within a narrow range of conventional styles, unusual garments are usually sought for special occasions such as evening wear or party dresses.

### 1.1.3 Cutters

Cutters

Cutters and spreaders are responsible for spreading the fabric in layers. Spreading fabrics in preparation for cutting is more difficult than it seems for several reasons. It must be the correct length; cutters will need to know the size, length and limitations of the marker (which is made first). Each fabric needs to be handled according to its weave and chemical composition to prevent static shrinkage and mismatched stripes (for example).

Cutting is rapidly becoming a dying art and there's a critical shortage of good cutters (and pattern makers) in the industry. I think this is mostly due to the fact that there aren't any good, basic, educational facilities that train professional grade cutters. The way people used to learn was through on the job training from masters or passed down through families. Fifty to eighty years ago, pattern making and cutting was the same job.



#### 1.1.4 Sewers

##### ❖ Job Descriptions for Apparel Production Sewer or Sewing Machine Operator:

- Sewing machine operator will come to the floor in time & shall clean machine, workplace etc.
- He will check & ensure that his workstation is in right order.
- He will seek necessary instruction from her supervisor regarding his job.
- He will seek mock up sample from her supervisors so that he can understand the job.
- He will check the mock up sample so as to understand the sewing technique & the level of quality.
- He will check with the supervisor regarding his hourly & daily production target.
- If he does not understand any point regarding sewing or quality, he will seek elaboration from supervisor.
- Sewing machine operator will ensure measurements of apparel as per work order sheet or apparel specification sheet.
- He will ensure necessary seam allowances as per instruction.
- He will perform his job with utmost care so that no reject or defect occurs.
- He will handle apparel parts with care so that they do not spoil or stain.
- He will take care in handling bundles and parts in them so that they do not mix-up.
- He must see that he accomplishes his target.
- If there is any bottleneck, he will discuss with the supervisor & take countermeasures.
- He will check needle from time to time to ensure that it is not blunt or broken.
- He will take care that there is no under sewing thread tension.
- Sewing machine operator will ensure that stitch per inch (SPI) is correct.
- He will clean his sewing machine from time to time.
- He will take care of his machine.
- He will ensure that the designated machine cleans the machine, oils it, & takes care of it.
- He will continuously check if her work is compatible with the quality & quantity desired.
- He will discuss with the supervisor & senior operators about sewing problems or sewing defects and sewing techniques.



- He will ensure that his machine is equipped with eye guard or needle guard or puller cover.
- He will get trained on using firefighting equipment & how to face an accident.
- He will use mask all the time to offset micro dust.
- He will use hand gloves and scarf

### **1.1.5 Quality controllers**

#### ❖ Job responsibilities of Quality Controller

- Setting quality standards for the factory following buyer's requirements and guidance for each departments and processes.
- Establish SOPs for production and preparatory processes to get right first time quality from each process. Develop MIS for quality measurement and recording quality.
- When established quality standards are there in a company they need to follow and control the factory quality standard.
- Monitor the quality of the product through the various stages of production.
- Train the newly hired quality personnel on company quality policies and how to use quality tools.

### **1.1.6 Maintenance personnel**

#### ❖ Industrial Maintenance Mechanic Job Responsibilities:

- Maintains production and quality by ensuring operation of machinery and mechanical equipment.

#### ❖ Industrial Maintenance Mechanic Job Duties:

- Ensures operation of machinery and mechanical equipment by completing preventive maintenance requirements on engines, motors, pneumatic tools, conveyor systems, and production machines; following diagrams, sketches, operations manuals, manufacturer's instructions, and engineering specifications; troubleshooting malfunctions.
- Locates sources of problems by observing mechanical devices in operation; listening for problems; using precision measuring and testing instruments.
- Removes defective parts by dismantling devices; using hoists, cranes, and hand and power tools; examining form and texture of parts.
- Determines changes in dimensional requirements of parts by inspecting used parts; using rules, calipers, micrometers, and other measuring instruments.



- Adjusts functional parts of devices and control instruments by using hand tools, levels, plumb bobs, and straightedges.
- Controls downtime by informing production workers of routine preventive maintenance techniques; monitoring compliance.
- Fabricates repair parts by using machine shop instrumentation and equipment.
- Maintains equipment, parts, and supplies inventories by checking stock to determine inventory level; anticipating needed equipment, parts, and supplies; placing and expediting orders; verifying receipt.
- Conserves maintenance resources by using equipment and supplies as needed to accomplish job results.
- Provides mechanical maintenance information by answering questions and requests.
- Prepares mechanical maintenance reports by collecting, analyzing, and summarizing information and trends.
- Maintains technical knowledge by attending educational workshops; reviewing technical publications; establishing personal networks.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.

### **1.1.7 Pressers**

#### **❖ THE JOB AND WHAT'S INVOLVED**

- Clothing pressers use steam pressing machines and irons to remove the wrinkles from and re-shape items of clothing.
- They tend to work for manufacturers that produce large volumes of clothing for high street, mail order or specialist clothing companies. Other companies such as tailors and dry cleaners also employ clothing pressers.
- Pressing is required at many different stages of the production process. 'Underpressing' is carried out using steam pressing machines during production. Once the garment has been put together, pressing is again required to shape and smooth the design.





- For this final pressing, different machines are used depending on the type of garment, the fabric used and the overall finish required. These include:
- **Carousel presses** where garments are carefully hung on shaped supports which are fed into the machine and steam pressed automatically.
- **Tunnel presses** where garments are put on hangers, hung on a conveyor, and passed through a steam tunnel.
- **Flatbeds** which are usually used for knitwear. A frame appropriate to the size of garment is used and steam is sent through the garment to relax the fabric. The steam is then vacuumed out, fixing the fabric to the correct size and shape.

### 1.1.8 Dispatch personnel

#### ❖ Job Duties and Tasks for: "Dispatcher"

- 1) Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.
- 2) Arrange for necessary repairs in order to restore service and schedules.
- 3) Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- 4) Confer with customers or supervising personnel in order to address questions, problems, and requests for service or equipment.
- 5) Prepare daily work and run schedules.
- 6) Receive or prepare work orders.
- 7) Oversee all communications within specifically assigned territories.
- 8) Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- 9) Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- 10) Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- 11) Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.



### 1.1.9 Supervisors

#### ❖ Job Description of supervisor :

- Supervises and coordinates activities of workers engaged in sewing, pressing, and inspecting garments in one department of manufacturing establishment: Inspects work for adherence to specifications.
- Notifies mechanic when machines malfunction.
- Trains workers in assembly of new style garments.
- Performs other duties as described under SUPERVISOR Master Title.
- May be designated according to department supervised as Supervisor, Finishing Department; Supervisor, Inspection Department; Supervisor, Sewing Room.



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

❖ **Give the short answer**

1. What are the duties of pattern maker?(5)
2. What are the duties of sewer?(5)
3. What are the duties of supervisor?(5)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = _____
Rating: _____



<b>Information Sheet-2</b>	Describing routine workplace communication channels and tools
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## Introduction

No matter what type of business you operate, effective communication will prove beneficial. Business communication can take the form of written, face-to-face or group interaction, and it is vital to the success of your small business. Effective communication can reduce confusion among your work force and keep everybody on the same page. You can implement a variety of techniques to ensure the success of your communications.

Describing routine workplace communication channels and tools

### ❖ Communication Channels



There's a well-known expression that goes "It's not what you say, it's how you say it." It's really both.

A communication channel is the medium, mean, manner or method through which a message is sent to its intended receiver. The basic channels are written (hard copy print or digital formats), oral or spoken, and electronic and multimedia. Within those channels,



business communications can be formal, informal, or unofficial. Finally, communications can be rich or lean.

Channel richness refers to the amount and immediacy of information that can be transmitted. Face-to-face communication is very high in richness because it allows information to be transmitted with immediate feedback. A tweet is very low in richness because it allows only 140 characters to be transmitted with no feedback. On the other hand, face-to-face communication is limited to one person communicating with a few other people in close proximity, whereas a tweet can go out to thousands of followers around the world. The following diagram shows the richness of different types of communication.



Different types of communication media have varying channel richness.

### ❖ Oral Communications

Oral channels depend on the spoken word. They are the richest mediums and include face-to-face, in-person presentations, mobile phone conferences, group presentations, telephone, video meetings, conferences, speeches, and lectures. These channels deliver low-distortion messages because body language and voice intonation also provide meaning for the receiver. They allow for immediate feedback of the communication to the sender. They are also the most labor-intensive channels in terms of the number of people involved in the transaction. Oral channels are generally used in organizations when there is a high likelihood



of the message creating anxiety, confusion, or an emotional response in the audience. For instance, a senior manager should address rumors about layoffs or downsizing in face-to-face meetings with management staff. This allows the receiver (audience) to get immediate clarification and explanations, even if the explanation is a simple but direct: “At this time, I just don’t know.”

Oral communications are also useful when the organization wants to introduce a key official or change a long-established policy, followed up with a written detailed explanation. Senior managers with high credibility usually deliver complex or disturbing messages. For example, a senior manager will usually announce plans to downsize in person so that everyone gets the same message at the same time. This will often include a schedule so people know when to expect more details.

### ❖ **Written Communications**

Written communications include e-mails, texts, memos, letters, documents, reports, newsletters, spreadsheets, etc. (Even though e-mails are electronic, they are basically digital versions of written memos.) They are among the leaner business communications. With written communications, the writer must provide enough context that the words can be interpreted easily. The receiver should be alert for ambiguity and ask for clarification if needed. An e-mail sender cannot take receipt for granted. Most people receive too much e-mail and sort and filter it quickly, sometimes incorrectly.

Written messages are effective in transmitting large messages. Humans are limited in the amount of data they can absorb at one time. Written information can be studied over time. Reports can include supporting data and detailed explanations when it is important to persuade the receiver about a course of action. Written communications can be carefully crafted to say exactly what the sender means. Formal business communications, such as job offer letters, contracts and budgets, proposals and quotes, should always be written.

### ❖ **Electronic (Multimedia) Communications**

Television broadcasts, web-based communications such as social media, interactive blogs, public and intranet company web pages, Facebook, and Twitter belong in this growing category of communication channels. Electronic communications allow messages to be sent



instantaneously and globally. People can talk face-to-face across enormous distances. Marketing and advertising can be targeted to many different types of customers, and business units can easily communicate in real time. This is especially important when customers must be advised of product recalls or security issues.

Although extremely effective, the widespread utilization of electronic communications for business purposes can also be risky. In recent years, the private communications and customer files of many large corporations have been hacked and their data stolen. In 2016, New Jersey Horizon Blue Cross Blue Shield was fined \$1.1 million for failing to safeguard the personal information of medical patients. The company stored unencrypted sensitive data including birth dates and Social Security numbers on laptops that were stolen out of their main offices.

<b>MAJOR TYPES OF BUSINESS COMMUNICATION CHANNELS</b>		
<b>TYPE OF CHANNEL</b>	<b>ADVANTAGES</b>	<b>DISADVANTAGES</b>
Oral communications	Build relationships and trust; accelerate decision making due to immediate feedback	Spontaneous nature may lead to unwise statements; people are unable to refer to the communication once it is said unless a record is made.
Written communications	Message can be revised for exactness; can be archived for reference; can be studied. Appropriate for legal and formal business functions.	Message is static; sender does not receive immediate feedback. Hard for the sender to gauge if the receiver has understood.
Multimedia	Instant, global, and adaptable to multiple targets.	Technical difficulties and hack attacks threaten the security of organizations and their customers/clients.



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

1. List and discuss communication canals or tools? (10)
2. Discuss advantage and disadvantage of communication canals?(10)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_





### Information Sheet-3

### Identifying Communication protocols

#### Introduction

#### ❖ Identifying Communication protocols

##### The importance of standards for communicating

Standards are important when it comes to communication because it establishes a foundation of consistent rules/protocols that can be easily understood and adopted by individuals. This means that if the rules are easy to understand, projects that are currently being worked on will progress faster as people aren't confused about anything because of the simple protocols.

##### What is a communication Protocol?

A communications protocol defines the rules for sending blocks of data.

##### Examples of Communication protocol

Bluetooth, WI-Fi, 802.11, WAP and WML

**Bluetooth** is technology that's used for short ranged communication between Bluetooth compatible devices such as mobile phones, digital cameras and desktop computers. The only drawback of Bluetooth is that, because of its high frequency, its range is limited to 30 feet. Throughout all devices, when using Bluetooth internet, the connection can sometimes run very slow so Bluetooth internet is not highly suggested for all cases. Furthermore, hackers can exploit Bluetooth technology to hack into other people's phones therefore gaining access to it in which they can steal private information.

</uploads/4/9/7/4/49748807/bluetooth-diagram.jpg>

##### Protocols:

An example of a Bluetooth protocol would be hands-free profile or HFP. HFP is used in the hands-free audio systems built into cars. It implements a few features on top of those in HSP to allow for common phone interactions (accepting/rejecting calls, hanging up, etc.) to occur while the phone remains in your pocket.

**Wi-Fi** is a wireless network that is used by smartphones, televisions and radios. Wi-Fi uses



radio waves to send information which in turn provides high speed internet connection. A common misconception is that the term Wi-Fi is short for "wireless fidelity," however this is not the case. Wi-Fi is simply a trademarked phrase that means IEEE 802.11x.

[/uploads/4/9/7/4/49748807/hero\\_airport\\_wifi.png](#)

### **Protocols:**

Being a wireless protocol, Wi-Fi standard uses the ISM (Industrial, Scientific and Medical) band of frequency which are free to use and require no licensing. Launched in 2.4GHz with transmission rates of 1-2mbps, Wi-Fi now works at 5GHz frequency also with astounding data transmission rates reaching up to 54mbps at both frequencies.

**WPA** is the replacement to the increasingly apparent vulnerabilities of the WEP standard. Some improvements are it had message integrity checks (to determine if an attacker had captured or altered packets passed between the access point and client).

**WML** (or Wireless Markup Language) was designed to show data on limited-bandwidth devices such as mobile phones therefore making it easier for users to view what's in the page. It shows mainly text-based information in a manner that's optimized and easily accessible for users of mobile devices

**802.11 standards** is the communication between between a wireless client and a base station or between two wireless clients. The IEEE accepted the specification in 1997.

### **3.1 Specific formats**

- ❖ Protocols & communication formats[XML/JSON] & APIs

What are XML and JSON Protocols, and how do they help us in our daily communication? XML stands for extensible Markup Language XML is designed to transport and store data XML was designed to carry data, not to display them XML tags are not predefined. You must defined your own tags XML is designed to be self-descriptive



### 3.2 Timing and content of communication required

Different communications tools work in different timeframes. For example, it's not practical to send out more than a few direct mail pieces over the course of a year, while email is more of a monthly or weekly communication stream. Facebook or blogs are weekly, or a couple of times a week, but you can easily post to Twitter several times a day. Photo and video sites, on the other hand, are not particularly timing-specific—if you wanted to, you could post weekly or more frequently, but you could also simply post photos or videos when you have them.

Depending on your campaign, you might want to choose a mix of channels that are relatively similar in timing or one that uses channels with completely different time frames. On the other hand, if you're looking to encourage people to attend your conference in two months, channels with different timing could reinforce each other—for example, you could send out an introductory direct mail, follow it up with several emails spaced out over that time period, create a blog focusing on all the great content and speakers, and use Twitter to try to get the word out to folks in the topic area (and potentially get some press).



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

1. What is a communication Protocol?(5)
2. List out Examples of Communication protocol?(5)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



<b>Information Sheet-4</b>	Identifying workplace interaction and quality standards
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## Introduction

### ❖ The Importance of Interaction in Workplace Issues

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

❖ Here are just a few examples of standards used at [various health care organizations]. (As you'll see, there isn't a set format for standards. Some resemble policies; others read like personal pledges.):

- Maintain a high level of competency and the credentials required to provide the highest level of care possible.
- I will be the “voice with a smile” in person, on the phone, via email communication.
- Never interrupt a presentation, demonstrate respect to all speakers, regardless of situation.
- When attending a presentation ... be on time coming back from breaks and lunch and do not hold sidebar communications.
- Give the speaker the same respect you would want given to you if the roles were reversed.



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

1. What is the importance of interaction in Workplace.(5)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



## List of Reference Materials

1. [https://fashion-incubator.com/products\\_services/table-of-contents/job-descriptions-in-industry/](https://fashion-incubator.com/products_services/table-of-contents/job-descriptions-in-industry/)
2. <https://dot-job-descriptions.careerplanner.com/SUPERVISOR-GARMENT-MANUFACTURING.cfm>
3. [https://www.uni-weimar.de/kunst-und-gestaltung/wiki/images/Vortrag\\_Protocols.pdf](https://www.uni-weimar.de/kunst-und-gestaltung/wiki/images/Vortrag_Protocols.pdf)
4. <https://www.idealware.org/tip-of-the-day-timing-communications/>
5. <https://smallbusiness.chron.com/importance-interaction-workplace-issues-11429.html>



# **INTERMEDIATE APPAREL PRODUCTION NTQF Level -II**

## **Learning Guide -#58**

**Unit of Competence:** - Interacting with Garment  
Production Personnel

**Module Title:** - Interacting with Garment  
Production Personnel

**LG Code:** -IND IAP2 M15 09 19 LO2-LG58

**TTLM Code:** -IND IAP2 TTLM1, 09 19 v1

**LO2:-** Communicate production-related  
information





## Instruction Sheet

## Learning Guide #58

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

### **Communicate production-related information**

- 2.1. Identifying objectives of communication
  - 2.1.1 Clarify production processes
  - 2.1.2 Suggest improvements to processes, patterns or designs
  - 2.1.3 Convey information about production
  - 2.1.4 Report difficulties or problems
  - 2.1.5 Hand over production to next process
- 2.2. Using appropriate communication tools
- 2.3. Using language and appropriate terminology of production process
- 2.4. Interacting and communicating accurately
  - 2.4.1 Face to face
  - 2.4.2 By telephone
  - 2.4.3 Writing
  - 2.4.4 E-mail
  - 2.4.5 Networking
- 2.5. Seeking feedback
- 2.6. Seeking assistance from appropriate personnel
  - 2.1.1 Supervisor
  - 2.1.2 Work colleagues
  - 2.1.3 Colleagues with specific and relevant expertise
- 2.7. Documenting Outcomes of communication and information received
- 2.8. Maintaining documented records



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 –**

- Identified objectives of communicating production-related information are
- Use appropriate communication tools
- Use language and terminology that is appropriate to production process routinely when interacting and communicating to ensure required meaning is accurately conveyed
- seek feedback on effectiveness of communication in relaying production concepts and requirements
- Where difficulties arise in communication, assistance is sought from appropriate personnel
- Document outcomes of communication and information received as required and records are maintained

#### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 5.
3. Read the information written in the “Information Sheets 1” “Information Sheets 2” “Information Sheets 3” “Information Sheets 4” “Information Sheets 5” “Information Sheets 6” “Information Sheets 7” “Information Sheets 8”.
4. Accomplish the “Self-check 1” “Self-check 2” “Self-check 3” “Self-check 4” “Self-check 5” “Self-check 6” “Self-check 7” “Self-check 8” **in page -30, 32, 34, 39, 41, 43, 45, and 47 respectively.**
5. Submit your accomplished Self-check. This will form part of your training portfolio.



## Introduction

### ❖ **Communications objectives** include:-

- Creating awareness,
- Imparting knowledge,
- Projecting an image,
- Shaping attitudes,
- Stimulating a want or desire, and/or
- Affecting a sale.

Companies can improve performance, productivity and profitability by communicating effectively because good communication clarifies goals, fosters teamwork and cultivates success. But effective communication takes effort, and businesses must determine what they want to say and how to say it. Then, they must say it correctly, assess the impact and follow through to improve effectiveness.



### 2.1.1 Clarify production processes

- ❖ Workplace communication can increase employee job satisfaction.

Employees feel empowered if they are able to have **upward communication**. This type of communication is when information flows upward in an organization and usually consists of feedback. If bosses or managers are able to listen to employees and respond, this leads to an increase in employee job satisfaction.

In addition, employees are also happy if there is intense **downward communication**, which is information flowing down from superiors or managers to direct reports. Gertrude recently sent an email to her boss recommending that her department upgrade its design software.

### 2.1.2 Suggest improvements to processes, patterns or designs

- ❖ Workplace communication improves worker productivity.

Research has shown that effective lateral and work group communication leads to an improvement in overall company performance. It has also been discovered that employees who were graded as highest in production had received the most effective communication from their superiors. For example, Gertrude works in engineering, and her prototypes of toys receive accolades. She is an effective communicator about her designs and how they will be played with in real life by kids. In addition, she receives specific guidance from her superiors, allowing her to create designs quickly and efficiently.

### 2.1.3 Convey information about production

Increases productivity- Effective communication at work is the most important issue for the success and failure of an organization. Every organization has a set of clearly defined goals, objectives and vision. If an administrator is clear in his/her communication, the subordinates will know exactly what the organization wants and thus, will be able to deliver the same to the best of their abilities. Thus, the importance of communication skills can be judged from the fact that it leads to better deliverance of work, increasing workplace productivity.



#### 2.1.4 Report difficulties or problems

❖ Common barriers to effective communication at workplace:

- Physical barriers: Physical structure, location and construction of the workplace acts as a barrier to effective communication. Employees seated remotely from each other hinder effective interaction.
- Language barriers: Employees with different native languages will be working in an organization. As everyone in organization are not comfortable with native language of the other person, language acts as a barrier for effective workplace communication. Language barriers, such as differences in slang or register among second language speakers, within a workplace can create issues impeding proper work task completion.
- Cultural barriers: Employees from different cultures, following different practices will be working in an organization. This cultural diversity among the employees can act as barrier for effective communication at workplace.
- Emotional barriers: Emotional barriers like fear, inferiority, shyness, lack of self-confidence and skills will stop an employee in communicating effectively with his colleagues.
- Perception barriers: Employees will have different experiences, values, preferences and attitudes. These may lead to a variety of assumptions and can act as a communication barrier.

#### 2.1.5 Hand over production to next process

Managers need to deliver clear, achievable goals to both teams and individuals, outlining exactly what is required on any given project, and ensuring that all staff are aware of the objectives of the project, the department and the organization as a whole.



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

❖ **Give the short answer**

1. Types of barriers in communication?(5)
2. Role of effective communication in production?(5)
3. Types of communication?
4. Objectives of communication?

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = _____
Rating: _____



## Introduction

Before administrators communicate, they must ask themselves what they really want to accomplish with their message (obtain information, initiate action, or change another person's attitude?) Administrators need to identify their most important goal and then adapt their language, tone, and total approach to serve that specific objective. Administrators should not try to accomplish too much with each communication because the sharper the focus of their message, the greater its chances of success.



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

❖ **Give the short answer**

1. Administrators need to identify their most important goal and then adapt their language, tone, and total approach to serve that specific objective.

- A. True
- B. False

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = _____
Rating: _____





Information Sheet-3	<b>Using language and appropriate terminology of production process</b>
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❖ Terminology of production process

**AML** (Approved manufacturer list) A set of approved relationships between manufacturer parts and a company's internally defined parts. Each relationship links a manufacturer's part number to an internal part number and results from the R&D team's identifying the third-party parts that can be used to satisfy the manufacturing demand for the internal part. All approved AML parts for each internal part can share a single inventory bin.

**APQP** (Advanced product quality planning) A framework of procedures used to develop products in the automotive industry.

**AVL** (Approved vendor list) a list of all the vendors or suppliers approved by a company as sources from which to purchase materials.

**BOM** (Bill of materials) The list of parts or items that make up a product assembly. A complete product BOM often includes subassemblies, which may represent different steps in the assembly process. For instance, a lawn mower may include the following elements: a handle assembly, a metal deck assembly, a control assembly, a motor and a blade assembly.



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

❖ **Give the short answer**

1. List out terminology's of production process?

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



### 2.1.1 Face to face

Face to face communication is an important medium of oral communication. Everyday people exchange their ideas and opinions through Face to face communication whenever they get chance. It is a widely used technique of oral but informal communication. Definition of face to face communication, Meaning of face to face communication, Face to face communication definition below here-

What is Face to Face Communication?

So, “when a small group of people or only two persons involve them in informal talking when they come to face to face, it is called face to face Communication.”

In other word, “when two or more persons talk to each other and see each other physically, it can be termed as face to face Communication. It is one kind of two-way oral communication as both the parties are involved here in conversation.” Business Communication

❖ The important characteristics of face- to- face conversation are discussed below-

- **Straight Communication:** The important feature of Face to face communication is that it is very much direct or straight. The parties involved in Face to face communication exchange message directly without using any media. No other communication technique is as direct as it is.
- **Informal:** Face to face communication is very informal. Under this method the sender and the receiver exchange message freely and openly. No formalities are maintained here.
- **Mutual Relation:** Face to face communication depends on the mutual relationship between the sender and receiver of the message. Nobody can interfere in such type of communication.
- **No Cost Communication:** Face to face communication is a no cost communication in nature as it does



## 2.1.2 By telephone

### ❖ Telephone Communication

The transmission of speech over a distance either by electric signals propagated along conductors or by radio signals; a type of telecommunication. Telephone communication permits conversations to be carried on between people (subscribers) separated by almost any distance. The sound waves of a subscriber speaking into the transmitter of a telephone set are converted into electric signals; these signals are transmitted over communications channels and then reconverted into sound waves in the receiver of the listener's telephone set, thus reproducing speech. The switching of communications channels required to set up temporary connections between subscribers is carried out at central offices either manually, semi-automatically, or automatically.

## 2.1.3 Writing

### ❖ Written communication

A written communication is always put into writing and generally used when the audience is at a distance or when a permanency or record is required or where its preservation is essential in case it is needed as a evidence in cases of dispute. It is generally in the form of instruction, orders, rules and regulations, policies, procedures, posters, memos, reports information bulletins.

The merits of written communication are:

- It serves as evidence of what has occurred or what was stated
- It provides a permanent record for future use
- It reduces the chances for misinterpretation and distortion of information
- It is reliable when transmitting lengthy information on financial, production or other important data.
- It provides an opportunity to the subordinates to put up their grievances in writing and get them supported by facts

❖ However, a written communication also suffers from certain disadvantages.

- It is generally an expensive and a time-consuming process.



- Even though such communication has been transmitted, it is not certain whether the receiver has understood it.
- Written materials not only get out of date but may also be leaked out before time.
- It sometimes leads to excessive formality and rigidity in personal relations.

#### 2.1.4 E-mail

In business communication, email is quick and easy plus it has the added benefit of leaving a paper trail and even allowing you track the mail to see whether it has been received. This has become one of the most effective methods of **nonverbal communication methods** in business. There are many **barriers to business communication**, but email is not one of them.

It allows a quick response from the other party and keeps a record of a conversation which is searchable and can be referred to later.

Just think of how long it would take to either write a letter or memo, or to have to call someone. This way you can send it to more than one person at once.

Remember the old days when one would have to phone each person or send a message via internal mail to inform them of a meeting.

Time would be wasted by people visiting colleagues to deliver a message. Business communication email and electronic communication has changed all this.

With email communication messages can be conveyed in a flash eg informing employees of an update to policy or a deadline.



### 2.1.5 Networking

Networks: A network is a group of people who develop and maintain contact with each other to exchange information of common interest in an informal manner. A person who is actively involved in information exchange is said to be networking. Networks can be both internal and external to an organization. Internal networks consist of employees from different departments and business units. Networks that extend beyond the company to business partners, customers and sometimes even competitors are external networks. External networks are formed when employees attend social clubs, professional groups and other similar associations. Networks enable employees to widen their interests and get information relating to recent developments in their field. A good networker can get access to powerful and influential people if they have certain interests in common. Effective networks can help develop productive working relationships that may result in enhanced job performance.



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

❖ **Give the short answer**

4. Discuss advantage and disadvantage of written communication?(10)
5. List characteristics of face-to-face communication?(5)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



## Information Sheet-5

## Seeking feedback

### ❖ Giving Good Feedback

Employees often want to do their best. Defining their best and telling them how they are performing relative to those expectations will help them to do even better. Recognizing a job well done or tactfully telling an employee when they fall short helps employees improve, which benefits the company as a whole.

### ❖ Value of Feedback

Providing feedback therefore needs to be a constructive activity that should be helping to learn. It should not be destructive and critical. Equally important, the recipient should not interpret it as destructive and critical. To be effective, feedback needs to be skillfully given and the receiver must hear, understand, accept and act upon it. However accurate the feedback, if the individuals rejects it, the result will be no improvement in performance. Therefore, always consider the human element during feedback.

H – Hear

U - Understand

M - Motivate

A – Acceptable

N - Negotiate



**Self-Check -5****Written Test**

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

❖ **Give the short answer**

1. What are the human element during feedback ?(5)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



<b>Information Sheet-6</b>	Seeking assistance from appropriate personnel
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### **6.1 Supervisor**

In any organization the upper level hierarchy always has some information to be conveyed to the lower level subordinates, and that too in an effective way. For that they must develop relationship with employees. They must use communication channels to contact employees which employees see them using. Nothing provides a better example than using social tech tools to augment your relationship with the people who work for you. It is to be decided carefully which channel you use. For instance if a manager is using Facebook for his personal contacts and LinkedIn for his professional contacts then it would be wiser to use LinkedIn to connect to employees.

### **6.2 Work colleagues**

Upward and downward communications are inadequate for effective organizational performance. In complex healthcare organizations, horizontal flow or lateral communication must also occur. The purpose of lateral communication is the sharing of information among peers at similar levels to keep organizational staff informed of all current practices, policies, and procedures (Spillan et al., 2002). For example, coordinating the continuum of patient care requires communication among multiple units. Furthermore, committees, task forces, and cross-functional project teams are all useful forms of horizontal communication.

### **6.3 Colleagues with specific and relevant expertise**

The least used channel of communication in healthcare organizations is diagonal flow. Diagonal flows are growing in importance. For example, diagonal communication occurs when the director of nursing asks the data analyst in the medical records department to generate a medical records report for the month on all patients in the intensive care unit.



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

❖ **Give the short answer**

1. What is the purpose of lateral communication?(5)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



<b>Information Sheet-7</b>	Documenting Outcomes of communication and information received
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## Documentation

Documentation is a vital component of safe, ethical, and effective patient/resident care practice, regardless of whether the documentation is paper-based or electronic. Documentation provides a mechanism to describe, record, and communicate data, information, knowledge, and wisdom about a patient/resident; the care provided; the effect of care and the continuity of care. Documentation also provides a legal record of care provided. “Specific principles, standards, policies, procedures, and processes are part of any documentation system and help present the content in meaningful ways (ANA, 2007)”. Students need to be familiar with and follow the health care organization’s policies, standards and protocols.

Completing documentation writing something down:

- Makes a permanent record of it
- Makes you less likely to forget the details
- Means other people can refer to it
- Allows you to revise the writing before you give it to anyone else.

**Self-Check -7****Written Test**

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

❖ **Give the short answer**

1. What is the function of documentation?(5)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



## Information Sheet-8

## Maintaining documented records

Recording information If you receive information verbally, you may need to record it so that it can be accessed later or by other people. This means they need to be able to find, read and understand it. Remember to always:

- use legible handwriting
- use simple clear language
- make numbers very clear
- make sure the information is correct.

A good idea is to look over what you have written to make sure it is complete and accurate before passing it on or storing it.



<b>Self-Check -8</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

**Give short answer**

1. When recording documents you must consider?(5)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



## List of Reference Materials

### 1- BOOKS

### 2- WEB ADDRESSES (PUTTING LINKS)

- 3- [https://en.wikipedia.org/wiki/Workplace\\_communication](https://en.wikipedia.org/wiki/Workplace_communication)
- 4- [https://www.researchgate.net/publication/304782482\\_COMMUNICATION\\_IN\\_THE\\_WORKPLACE\\_GUIDELINES\\_FOR\\_IMPROVING\\_EFFECTIVENESS](https://www.researchgate.net/publication/304782482_COMMUNICATION_IN_THE_WORKPLACE_GUIDELINES_FOR_IMPROVING_EFFECTIVENESS)
- 5- <https://study.com/academy/lesson/workplace-communication-importance-strategies-examples.html>
- 6- <https://www.michaelpage.co.uk/advice/management-advice/development-and-retention/importance-good-communication-workplace>
- 7- <https://www.manage.gov.in/studymaterial/EC.pdf>
- 8- <https://www.arenasolutions.com/resources/articles/manufacturing-glossary/>
- 9- <https://bizcommunicationcoach.com/what-is-face-to-face-communication-characteristics/>