Vehicle servicing and repairing

NTQF Level II

Learning Guide #01

Unit of Competence: Participate In Workplace Communication

Module Title: Participating In Workplace Communication

LG Code: EIS VSR2 M01 0919 LO1-LG 1
TTLM Code: EIS VSR2 TTLM 0919V1

Lo1- Obtain and convey workplace information

Instruction Sheet	Learning Guide # 01

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

- o Access appropriate sources of information.
- o Use effective questioning, active listening and speaking skills.
- o Use appropriate medium
- o Use non- verbal communication.
- o Identify and follow lines of communication with supervisors and colleagues
- o Use workplace procedures and storage information.
- o Carry out personal interaction

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 –

- ❖ Specific and relevant information is accessed from appropriate sources.

- ❖ Effective questioning, active listening and speaking skills are used to gather and convey information.

- ❖ Appropriate medium is used to transfer information and ideas.

- ❖ Appropriate non- verbal communication is used.

- ❖ Appropriate lines of communication with supervisors and colleagues are identified and followed.

- ❖ Defined workplace procedures for the location and storage of information are used.

- ❖ Personal interaction is carried out clearly and concisely

Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described below 3 to 4.

3. Read the information written in the information "Sheet 1, Sheet 2, Sheet 3 and Sheet 4 Sheet 5, Sheet 6, Sheet 7".

4. Accomplish the "Self-check 1, Self-check t 2, Self-check 3 and Self-check 4, check 5, check 6, check 7" in page **9,12,16,18,21,25** and 28 respectively.

Information Sheet-01	Access appropriate sources of information.

Participate Workplace Communication

Participating workplace communication covers the process of effectively participating in

workplace communications, it requires the ability to:

- ❖ Follow simple spoken messages
- ❖ Perform routine workplace duties
- ❖ Follow simple written notes
- ❖ Obtain and provide information respond to workplace communications requirements.
- ❖ Participating in workplace meetings and discussions

Obtain workplace information

Communication is any verbal or none verbal behavior which gives people an opportunity to send their thoughts and feeling, and have thoughts and feeling received by same one else.
Communication includes elements that may not consciously think about such as listing , seeking clarification ,body language, blocking   and barriers and general attitude. Communication needs too clear and effective understanding in order to achieve its aim. when it is not, all kinds of problem can results.
To identify information   from appropriate sources in order to Communicate well ,it is helpful to under stand the process of Communication. Communication involves:
- ➢ A Sender who has massage or idea wish to send
- ➢ A massage which is sent between sender & receiver
- ➢ Method [face to face ,telephone Letter, from]
- ➢ Receiver-who receives and understand the massage
- ➢ Feed back –passed from the receiver to the sender

appropriate source of information for work:

Every day, you have to gather information that you need for your work.

- ✓ Some information comes from your supervisor, co-workers, clients, suppliers and other people you speak with each day.

- ✓ Some information, such as work rosters, vehicle logbooks, or telephone messages, comes in written form.

- ✓ You might also gather information from your own observations by, for example, looking at a rain gauge, or checking supplies of materials.

Information sources

     - Letters   - memos   - Plans

- internet websites	- faxes	- emails
- newsletters	- work notes	- order sheets
- SMS	- industry magazines	

Listening

- ✓ Quite a lot of information is collected by listening to someone. You can listen to the other person.
  - • Face-to-face
  - • By telephone
  - • By radio
  - • TV

Observing

- ✓ You can also collect information by observation. 'For instance you might:
  - • count items of stock
  - • check the condition of equipment or livestock
  - • check a thermometer, vermin traps, a fuel gauge
  - • Watch a TV program or DVD.

1.1.1. **Team members**

- ✓ Many workplaces set up groups of workers to perform a certain job or achieve a particular goal.
- ✓ The work group may be split up afterwards or given a new job or goal. The people who make up the group may all be from the one section of the business with similar skills and qualifications, or they may be from different sections.

Work groups can be set up for many different reasons. They could work on:

- • Shutting down equipment for annual maintenance
- • Organising a re vegetation program
- • Revising OHS guidelines
- • Planning a special event

Your group discussions

- ✓ When people come together in groups they bring many different ideas, experiences and skills. Working in groups fosters initiative, tolerance and trust.

Work groups can:

- • Share information
- • Solve problems
- • Make decisions
- • Accomplish tasks.

✓ For work groups to be successful, people have to communicate and cooperate.

✓ Here is an example of how a work group can communicate and cooperate effectively.

- A group meets with the supervisor every Monday morning to work out the jobs for the coming week.
- At the start of the meeting, the supervisor tells the Workers the goals for the week.
- He encourages them to join in. As they prioritise the tasks and allocate them, they have a chance to discuss any problems.
- For more serious problems, he lets the group brainstorm possible solutions.
- They often come up with quite novel solutions by working together.
- They feel more committed to these ideas too, because they have discovered and discussed them as a group.
- The supervisor encourages everyone to join in the discussion without letting anyone take it over.
- He makes sure they keep on track and on time.
- He listens to what the employees say and he encourages them to listen to each other.
- He accepts their views and is concerned about their problems.
- He considers their ideas and gives them feedback on their suggestions. At the end of the meeting he asks one team member to write up the decisions.

1.1.2. Suppliers

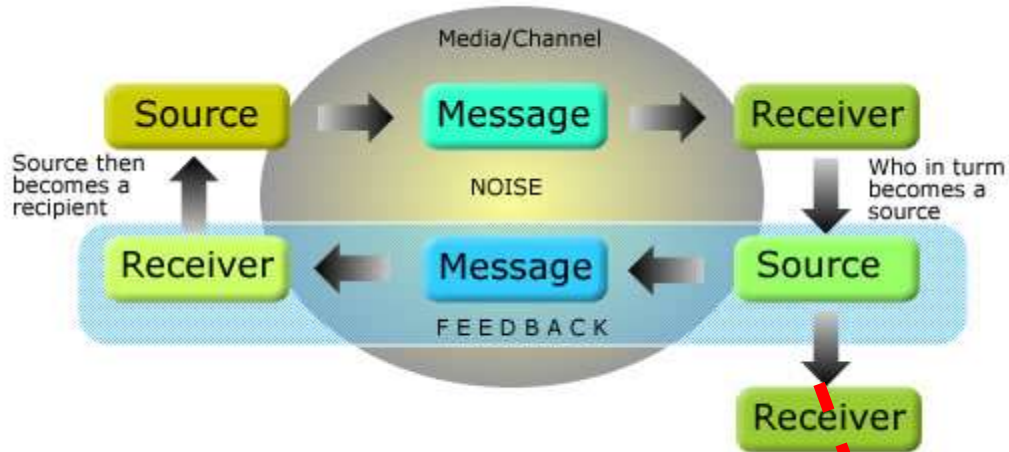**PROCESS OF WORKPLACE COMMUNICATION**

The process of communication always contains messages, which are to be transmitted between the parties. There are two parties - one is 'Sender', who sends the message and the other 'Receiver', who receives it. Generally the process of communication is said to be complete when the receiver understands the message and gives the feedback or response. At road-crossings red light of the traffic signal sends the message to stop the vehicle. When people stop their vehicles

by seeing the red light, it is the feedback or response. This feedback may be in any form. Even while talking to your friend 'nodding of the head' is treated as feedback. Thus, feedback becomes an essential element in the process of communication along with message, sender and receiver.

Hence 'Communication Process' includes the following elements:

➢ **Sender** - The person who sends the message. Also known as the source.
➢ **Receiver** - The person who receives the message.
➢ **Message** - Subject matter of communication. It may contain facts, ideas, feelings or thoughts.
➢ **Feedback** - Receiver's response or reaction or reply to the message, which is directed towards the sender. **See the diagram shown below**

Media/Channel

Source → Message → Receiver

Source then becomes a recipient

NOISE

Who in turn becomes a source

Receiver ← Message ← Source

FEEDBACK

Receiver

Encoding
Putting an idea into words and symbols

Source
Sender of the message

Message
The idea that is being communicated

The Communication Process

Feedback
Communication from the audience

Noise
Anything that interferes with the message.

The channel used to carry the message

Audience
Intended receiver of the message

Decoding
Receiving the message

1.1.3. Trade personnel

Personal Trade means the purchase or sale of Securities by an Access Person for any account in which they have Beneficial Ownership, or any account, other than an account of an advisory client of the Firm, "controlled" by an Access Person

1.1.4. Local government and Industry bodies

A **local government** is a form of public administration which, in a majority of contexts, exists as the lowest tier of administration within a given state. The term is used to contrast with offices at state level, which are referred to as the central government, national government, or (where appropriate) federal government and also to supranational government which deals with governing institutions between states. Local governments generally act within powers delegated to them by legislation or directives of the higher level of government. In federal states, local government generally comprises the third (or sometimes fourth) tier of government, whereas in unitary states, local government usually occupies the second or third tier of government, often with greater powers than higher-level administrative divisions.

Industry bodies

It often falls to industry bodies and trade associations to monitor the emergence of new social and environmental trends at the early stages of their development and to keep their members informed – before such trends become a central part of the competitive dynamic of the sector. In this respect, they share common interests with SRI investors who often monitor issues at the same stage of development with a view to identifying investable opportunities for SRI funds and keeping their mainstream colleagues informed of industry developments.

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

Choose the best answer

1. Receiver's response or reaction or reply to the message, which is directed towards the sender(3point)
    a. Sender   b. receiver   c. message   d. feedback

2. a form of public administration(3point)
    a. industry bodies   b. personal trade   c. local government d. none

3. **Information sources(3 point)**
    a. Letters   b. Memos   c. Emails   d. All

Note: **Satisfactory rating - 5 points   Unsatisfactory – below-5 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-02	Use effective questioning, active listening and speaking skills.

Asking questions is part of being both a good listener and an effective speaker. Part of developing good listening skills is learning how to ask questions to verify messages and to clarify understanding.

There are many ways to ask questions. Some are designed to clarify the message you are receiving. Others are designed to get more information.

Close-ended questions are designed to clarify, and can be answered with a "yes" or "no" response. Here are some examples:

Did the truck break down?

Can we provide you with more information?

Are you feeling ill today?

Open-ended questions are designed to get more information, and cannot be answered by a simple "yes" or "no." Here are some examples:

How did the truck break down?

How can we provide you better service?

How are you feeling today?

Another questioning technique is called the *one-point solution*. The characteristics of the "one-point solution" are the following:

• Identifies an urgent concern
• Focuses on one issue at a time
• Forces a choice
• Leads to a specific solution

Active Listening

is a conscious activity which requires attention. Rather than waiting to speak, you need to listen attentively to fully understand the other person. Remember, there is no point in asking a question if you do not intend to listen carefully to the answer! Listening fully - or actively means putting everything else out of your mind and acknowledging the other person so they have feedback that you are listening properly and valuing what they have to say1 . Understanding and valuing does not mean agreeing; active listening is particularly valuable in situations of conflict2 or disagreement where if the other party feels you understand their viewpoint, an atmosphere of cooperation can be created which increases the possibility of resolving the conflict.

The nine important listening skills

1. Identify the purpose

2. Looking for a plan

3. Giving feedback

4. Searching for interest

5. Evaluating the message

6. Listening for more than verbal content

7. Listening for a conclusion

8. Taking notes

9. Following directions

Speaking Skills

Qualities to become good speaker:

➤ **Keep it simple**: Whatever you are speaking about, you need to be able to express your ideas, thoughts and feelings in a manner that can be understand easily. The key principles are as follows to keep it simple:

- Organize your information and keep the language simple
- Avoid using complicated words or try to impress by using long words unless absolutely necessary
- If you are in a position to use complicated words try to know what they mean first

➤ **Being Accurate:** Accuracy of information is absolutely important. The following points have to be considered:

- Be sure of your facts
- Choose the right words to express your facts
- Never quote something that could be challenged

➤ **Behaving normally:**

Behavior characters are;

- Whenever speaking to others, never try to put an act.
- Be yourself.
- Speak as you normally speak.
- Behave in way that feels comfortable to you.

➤ **Managing your appearance;** good appearance is important to speak confidently about yourself. Dirty shirts and greasy cloths may put wrong impression about you.

➤ **Managing your voices;**

In managing your voices some Important points to be followed:

- Manage your voices, your accents and avoid repetitive phrases.
- Never speak to fast, speak slowly and clearly
- Take plenty of pause
- Use volume that is audible to all
- Vary the tone of your voices

Self -Check -2	Written Test

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

1. is a conscious activity which requires attention(3 point)
   a. active Listening b. active hearing c. active speaking d. all

2. *which one of the following is Close-ended questions(3 point)*
   a. How are you feeling today?
   b. How can we provide you better service?
   c. How did the truck break down?
   d. Are you feeling ill today?

3. Which one of the following is important managing your voice(3 point)
   a. Never speak to fast, speak slowly and clearly
   b. Take plenty of pause
   c. Use volume that is audible to all
   d. all

Note: **Satisfactory rating - 3 and 5 points   Unsatisfactory - below 3 and 5 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-03	Use appropriate medium

We divide the different types of communication medium into two different categories:
1. Physical media
2. Mechanical media (everything that is not No. 1)
This site focus on the internal communication. Our listings of types of communication medium therefore exclude external media.

Physical media

With physical media we mean channels where the person who is talking can be seen and heard by the audience. The whole point here is to be able to not only hear the messages but also to see the body language and feel the climate in the room. This does not need to be two-way channels. In certain situations the receiver expect physical communication. This is the case especially when dealing with high concern messages, e.g. organizational change or down sizing. If a message is perceived as important to the receiver they expect to hear it live from their manager.

- Large meetings, town hall meetings
- Department meetings (weekly meetings)
- Up close and personal (exclusive meetings)
- Video conferences
- Viral communication or word of mouth

1.3.1. Memorandum

Memorandum (memo) is a more formal way of passing information from one person to another, or from one department to another within the same organization. Most of the time instruction can be communicated by memo. The memo forms are usually small and expected to be brief and simple. Large organizations usually have their own printed memo paper to use.

A memo is similar in many ways to a letter. It is, however, less formal than a normal business letter as the people involved usually know each other.

1.3.2. Circular

Having the form of a circle, round moving in or describing a circle spiral (a circular stair case)

✓ Being or involving reasoning that uses in the argument or proof a conclusion to be grooved or one of its unproved consequences.

1.3.3. Notice

Warning or intimation of something

✓ The announcement of a party's intention to quite an agreement or relation at a specified time.

✓ The condition of being warned or notified

✓ Attention, favorable attention, a written announcement

✓ A short critical account or review

✓ Follow up or verbal instructions and information decisions.

1.3.4. Information discussion

How much information we retain in the communication process depends on many factors. It is important for each of us to recognize how we learn best. Do we remember most of what we read? Most of what we hear? Do we learn more if someone shows us?

Typically, we retain information at these rates:

1.3.5. Follow-up or verbal instructions & Face to face communication

a) Verbal communication

In primary industries a large proportion of communication is verbal or spoken. This may occur face-to-face or via telephones or two-way radios. For verbal communication to be effective both the speaker and the listener need to be actively engaged in the conversation. The speaker should be clear, concise, and courteous and use a style of language that is appropriate to the situation and the audience. The information should be accurate to the best of the speaker's knowledge. The tone of voice and body language used when speaking are often as important as the words themselves.

The listener should give the speaker their full attention and be sure that they clearly understand the message being conveyed. Again, body language is very important. Good listening skills are necessary when receiving instruction or being taught new procedures.

b) Face to face communication

Rich information content is possible in face-to-face communication, because there is a high level of interactivity between the sender and the receiver. Job interviews are likely to be done face-to-face. One of the most important types of face-to-face communication is the meeting.

Meetings, or gatherings of organizational members, are held to inform and train participants, solve problems, monitor and coordinate activities, delegate tasks, and create social bonds between diverse organization members.

Staff meetings allow managers to coordinate activities with subordinates.

Corporate or business-unit meetings address strategic issues and involve executives who formulate long-range goals.

Task force meetings are held to discuss goals that affect a broad range of employees such as diversity in the workplace or safety.

Team meetings- are used to coordinate the work activities of members of a self-

managed team, including performance goals, training new members, scheduling work, and suggesting improvements in work methods.

Self-Check -3	Written Test

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

1. What is Physical media? (3 point)
2. What is verbal communication?(3 point)
3. What is Memorandum?(3point)

Note: **Satisfactory rating - 3 and 5 points   Unsatisfactory - below 3 and 5 points**

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-04	Use non- verbal communication

In non-verbal communication, people send messages to each other without talking. They communicate through facial expressions, head positions, arm and hand movements, body posture, and positioning of legs and feet. How people use "space" also transmits a message. By being aware of non-verbal communication, one can interpret the signals of others, or send signals to others. Awareness of non-verbal communication helps people:

- Project an image of confidence and knowledge.
- Demonstrate power or influence
- Express sincerity, interest and cooperativeness.
- Create trust.
- Recognize personal tension in self and others.
- Identify discrepancies between what people are saying and what they are actually thinking.
- Change behavior and environment to encourage productive discussion.

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

1. what is non-verbal communication? (10 point)

Note: **Satisfactory rating - 5 points   Unsatisfactory - below 5 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-05	Identify and follow lines of communication with supervisors and colleagues

LINE OF COMMUNICATION NETWORK

In an organization, there are a number of channels or paths connecting various positions for the purposes of communication. The sum-total of these channels is referred to as communication network or line of communication.

There are two types of channels namely;

- Formal and
- Informal

❖ **Formal Communication**

The formal channel is deliberately created path for flow of communication among the various positions in the organization.

In the formal communication channel:
- The information flows smoothly, accurately and timely
- Filtering of information to various points is possible.

Communication network may again be designed on the basis of single or multiple channels.

A single channel communication network prescribes only one path of communication for any particular position and all communications in that position would have necessarily to flow through that path only. This is superior-subordinate authority relationships and its implication is that all communications to and from a position should flow through the line of superior or subordinate only.

Advantages of single channel of communication:

- it does allow for flow of essential information

- it can reduce channels of miscommunication

- provides for closeness of contact

- fixation of responsibility in respect of activities carried out by a person in the organization.

Limitations of single channel of communication:

- bottlenecks in the flow

- enhancing organizational distance

- greater possibilities of transmission errors

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Multiple channels provide a number of communicating channels linking one position with various other positions.

❖ **Informal Communication or Grapevine**

Informal communication is the method by which people carry on social, non-programmed activities within the formal organization. It exists outside the official network, though continuously interacting with it. This informal channel is generally multiple in natures: same person having social relationships with a number of people working in the same organization. The informal channel of communication, also known as grapevine, is the result of the operation of social forces at work place.
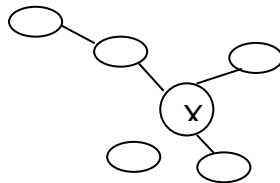
Types of Grapevine

- Single strand network -the individual communicates with other individuals' through intervening persons.
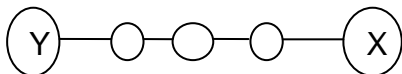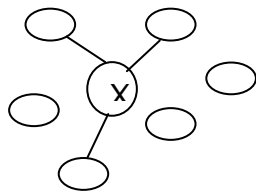
- gossip network- the individual communicates non-selectively
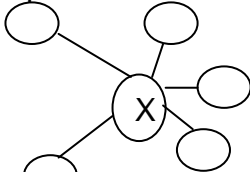
- probability network -the individual communicates randomly with other individuals according to the law of probability

- cluster network the -individual communicates with only those individuals whom he trusts

Self-Check -5	Written Test

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

1. Advantages of single channel of communication:
2. Limitations of single channel of communication:

Note: **Satisfactory rating - 5 points   Unsatisfactory - below 5 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1.6.1. Storage

What is work place Communication?

- It is the sharing of the information between two or more individual or groups to reach a common under standing
- It is the en Suring the massage is delivered received and clearly understood by using the must effective means possible to the targeted audience

To communicate with people effectively you need

➢ make sure –it is not to noisy to hear

➢ site sand –you directly face the person

➢ maintain- contact

➢ use polite opening and closing greetings

➢ speak clearly and at medium pace

➢ speak in an open and natural tone

➢ be straight for ward and to the point

➢ keep the massage simple

➢ be patient

➢ show interest

➢ Use the word that the people you are talking to can understand.

Methods Used For Collecting And **storage information**

Methods for collecting information may include:

• Observation and listening

• File records

• Statistics and reports from other organizations

• translating data from diaries and note-books

• Interviews with colleagues/customers

• Questioning (in person or indirect) via questionnaires or face to face interview

• Recruitment applications and other forms

The following section gives a more detailed description related to the most commonly used methods of information collection. Questioning (in person or indirect) via questionnaires or face to face interview. Questionnaires are useful when your audience is able to read and write, it is culturally appropriate and you have an engaged audience. Using a questionnaire without names on might help to ensure information is kept private.

> Documentation or on-going record keeping (e.g. checklists.) that provides details relevant to the workplace are always good if they are consistently kept and accurate. This is by far the most useful method for collecting workplace progress data. Once established there is minimal cost and it is easy to use and analyze.

Manual filing and computer-based filing systems

A manual filing system is filing documents using paper and cabinets. The documents are filed within a folder and then stored, by some means of categorization or another, in a cabinet for later retrieval. This is the opposite of storing documents within folders on your computer's hard drive. In the computer world the documents are stored in a digital filing system, as opposed to the physical filing system in the manual way.

What are the advantages to a manual filing system?

A manual filing system cannot be destroyed by an accidental power loss. Also, hackers cannot access a manual filing system from another computer. This helps security issues. Depending on the setup, it could be an easier, more personal way to keep files and records in order. Filing cabinets can be locked with a key

Computer filing system

Disk Filing Systems

Most commonly used for data storage, disk drives can be an attached part of a computer or detached and plugged in to use on any computer. Programs are stored on your computer's disk drive. CDs and DVDs are created using data obtained from disk drives.

Flash File Systems

Flash files are small, usually portable electronic devices that conveniently store huge amounts of media storage. Flash files can be used to transfer data such as documents, photos, videos and music in a matter of seconds. Memory sticks and memory cards are two popular examples of flash files.

Transactional Filing System

Used primarily by banks, the transactional filing system interconnects many computers using one program. Any changes made to this filing system automatically update on all other computers connected to the program. A prime example of a transactional filing system in action is when you are purchasing an item in a store and your credit card is accepted or declined, according to your available balance. When you run your card through this system, it is in communication with all other computers on the same transactional filing system, therefore "knowing" whether your card will cover this balance. When you make your purchase, your credit card balance automatically declines accordingly and the entire system is instantly updated.

Network File System

This type of electronic filing system allows computers on a network to access files from an administrator's computer. For example, a business owner (administrator) may have files on his computer that his client needs to have access to. The administrator can set

permissions to allow this particular client access to the network filing system, and now either party can make changes or create additions to files.

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

1. What is network file system?(5 point)
2. what is manual filing system? (5 point)

Note: **Satisfactory rating - 5 points   Unsatisfactory - below 5 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Interpersonal communication is the complex process through which people express, interpret, and coordinate messages in order to create shared meaning, meet social goals, manage personal identity, and carry out their relationships.

A. Interpersonal communication involves the exchange of messages, which is a performance that uses words, sentences, and/or nonverbal behavior to convey the thoughts, feelings, and intentions of the speaker.

1. The process of choosing the words, sentences, and nonverbal behaviors to form a message is called encoding.

2. Decoding is the process of interpreting the messages received from others. B. Canned plans are mental library of scripts to draw on when creating certain types of messages and that informs an understanding of what others say, whereas a script is the text that instructs you what to say and do in a specific situation.

II. Interpersonal communication is a process, or a systematic series of actions that leads to an outcome.

A. Message production is the actions performed when sending a message.

B. Message interpretation is the activities those listening to the message perform to understand what the speaker intends.

C. Interaction coordination is the activities participants perform to adjust their behavior to that of their partner.

III. The purposes of interpersonal communication include: share meaning, meet social goals, manage personal identity, and conduct relationships. A. Meaning is the significance that the sender (speaker) and the receiver (listener) each attach to a message, and shared meaning occurs when the receiver's interpretation of the message is similar to what the speaker thought, felt, and intended.

1. The communication setting is the background conditions surrounding an interaction.

a. Physical context is the location where the messages are   exchanged.

b. Social context is the type of relationship that exists between the participants.

c. Historical context influences understanding of current communication by providing the background of previous communication between participants.

d. Psychological context includes the moods and feelings of each participant.

e. Cultural context is the set of beliefs, values, and attitudes that belong to a specific culture and are brought by each participant into an encounter.

2. Noise is any stimulus that interferes with shared meaning; there are three types of noise.

a. External noises are sights, sounds, or other stimuli that draw attention away from the intended meaning.

b. Internal noises are thoughts and feelings of the receiver that interfere with meaning.

c. Semantic noises are distractions caused by a speaker's symbols.

B. Meeting social goals is another reason people communicate.

C. Personal identity is comprised of the traits and characteristics that, taken as a whole, distinguish people from one another and consists of three facets.

Self-Check -7	Written Test

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

1. what is Interpersonal communication?(10 point)

Note: Satisfactory rating - 5 points   Unsatisfactory - below 5 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

List of Reference Materials

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