

## COMMUNICATE AT WORK

### **Communicate At Work**

US 12461 – Level 2 (5 Credits)

#### **Explain and discuss the importance of using communication in the work situation.**

- An understanding of the importance of communication in the work situation is demonstrated.
- Workplace language is used appropriately and accurately in work situation.
- Instructions are carried out correctly and clarification sought where needed.
- Oral reports are given related to work situation.
- Participation in meetings is effective and messages accurately conveyed.

#### **Use workplace language to describe conditions, events, problems and actions.**

- Workplace language includes special purpose gestures and terminology.
- Explanations given are clear, drawing from learner's own work experience. Information is communicated systematically, accurately and in a timely manner.

#### **Receive, evaluate, clarify and act on instructions.**

- Purpose of communication in the workplace.
- Types of communication.

#### **Make oral reports.**

- Workplace language.
- Meeting procedures.

#### **Participate in meetings.**

- Meeting participation includes describing conditions and situations and stating own opinions.
- Techniques for communicating information.
- Oral reporting.

**COURSE DURATION: 1 DAY**