

Unit Title: Speaking And Listening At Work
Unit Level: 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: CAM095
Ofqual Unit Code: R/600/9928

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Recognise the need to adjust communication to suit the situation and audience.	1.1	Identify three situations at work which requires speaking to others in different ways.
		1.2	Outline briefly why it is sometimes necessary to adjust the way a person speaks to different people.
2.	Use active listening techniques.	2.1	Listen to another person and briefly summarise the main points with them.
		2.2	Demonstrate some strategies for clarifying and confirming understanding.
3.	Speak clearly and appropriately to suit a range of situations.	3.1	Speak clearly and appropriately in a one-to-one situation.
		3.2	Contribute to a group discussion clearly and appropriately.
4.	Recognise and understand the role of body language in communicating with others.	4.1	Outline how a person may be feeling by observing their body language and give reasons for the observation.
		4.2	Outline the importance of body language for good communication.
		4.3	Identify appropriate body language for particular situations, for example, interview.

Assessment Guidance:

NA

Additional Information:

NA
