

**Unit Title:** Communication In The Workplace  
**Unit Level:** Level 1  
**Unit Credit Value:** 3  
**GLH:** 27  
**LASER Unit Code:** WJD345  
**Ofqual Unit Code:** J/504/7517

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about the lines of communication within own organisation.	1.1	Identify the structure of own organisation.
		1.2	Describe methods used for giving and receiving information in own workplace.
2.	Understand the need to communicate effectively with others in the workplace.	2.1	Identify reasons for communicating effectively with others in the workplace.
		2.2	Identify implications of poor communication with colleagues.
3.	Know how to communicate with others about tasks in the workplace.	3.1	Describe how others are kept informed of progress on tasks.
		3.2	Identify features of constructive feedback.
		3.3	Demonstrate an appropriate way of responding to feedback.
4.	Know how conflict is dealt with in own organisation.	4.1	Identify the location of own organisation's policy for managing conflict in the workplace.
		4.2	Give examples of how communication can be used to help resolve conflict in an organisation.

**Assessment Guidance:**

NA

**Additional Information:**

NA