

Unit Title: Communication In The Workplace
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJD401
Ofqual Unit Code: R/504/7519

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the lines of communication within own organisation.	1.1	Describe the structure of own organisation.
		1.2	Describe how information is gathered and circulated within own organisation.
2.	Understand the need to communicate effectively with others in the workplace.	2.1	Explain reasons for communicating effectively with others in the workplace.
		2.2	Describe implications of poor communication with colleagues.
3.	Know how to communicate with others about tasks in the workplace.	3.1	Describe different tasks carried out by colleagues in own organisation.
		3.2	Describe the features of clear instructions.
		3.3	Describe how to provide feedback to others.
		3.4	Describe how to respond to feedback.
4.	Understand how conflict is dealt with in own organisation.	4.1	Describe own organisation's policy for managing conflict in the workplace.
		4.2	Describe communication techniques that can be used to help resolve conflict in an organisation.

Assessment Guidance:

NA

Additional Information:

NA