

Unit Title: Speaking And Listening At Work
Unit Level: Entry 3
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJF519
Ofqual Unit Code: D/506/1715

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about the need for different communication skills at work.	1.1	Name situations at work when they speak to others.
		1.2	State why it is sometimes necessary to speak in different ways to different people.
2.	Be able to use active listening techniques.	2.1	Listen to another person.
		2.2	State what they have said.
		2.3	Confirm they understand what has been said.
3.	Be able to respond to questions in different situations.	3.1	Respond to questions in a: (a) one-to-one situation (b) group situation.
4.	Know about the role of body language in communicating with others at work.	4.1	State how a person may be feeling by observing their body language.
		4.2	List appropriate body language for a particular situation.

Assessment Guidance:
N/A

Additional Information:
NA