TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
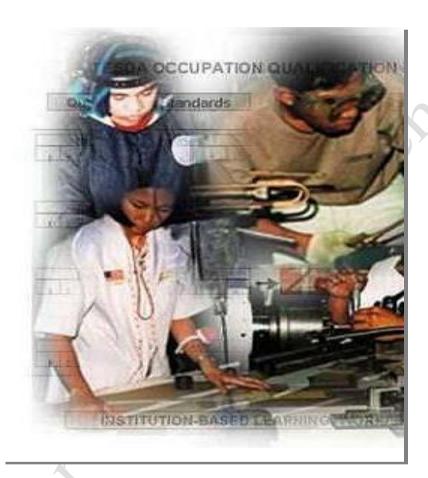
BASIC COMPETENCIES

COMMUNICATION

DEFINITIONS

BASIC COMPETENCIES

Refer to non-technical skills (knowledge, skills and attitudes) that everybody will need in order to perform satisfactorily at work and in society and are considered portable and transferable irrespective of jobs and industrial settings.

COMMUNICATION

Competency which covers knowledge, skills and attitudes required when responding, participating, leading, utilizing, managing and sustaining effective communication.

UNIT OF COMPETENCY : RECEIVE AND RESPOND TO WORKPLACE COMMUNICATION

UNIT CODE :

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to receive, respond and act on verbal and written communication.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Follow routine spoken messages	1.1 Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions 1.2 Instructions/ information are properly recorded 1.3 Instructions are acted upon immediately in accordance with information received 1.4 Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear	1.1 Organizational ~~policies~~/guidelines in regard to processing internal/external information 1.2 Ethical work practices in handling communications 1.3 Overview of the Communication process 1.4 Effective note-taking and questioning techniques	1.1 Conciseness in receiving and clarifying messages/information/communication 1.2 Accuracy in recording messages/information 1.3 *Communication skills* 1.4 Active Listening Skills 1.5 Note-taking Skills 1.6 Clarifying and Probing Questions (Questioning Skills)
2. Perform workplace duties following written notices	2.1 ***Written notices and instructions*** are read and interpreted correctly in accordance with **organizational guidelines** 2.2 Routine written instruction are followed in sequence 2.3 Feedback is given to workplace supervisor based on the instructions/information received	2.1 Organizational ~~policies~~/guidelines in regard to processing internal/external information 2.2 Ethical work practices in handling communications 2.3 Overview of the Communication process 2.4 Effective questioning techniques (clarifying and probing)	2.1 Conciseness in receiving and clarifying messages/information/communication 2.2 Accuracy in recording messages/information 2.3 Clarifying and Probing Questions (Questioning Skills) 2.4 Reading for Information Skills 2.5 Locating Information Skills

RANGE OF VARIABLES

VARIABLES	RANGE
1. Written notices and instructions	May include : 1.1. Written work instructions 1.2. Internal memos/memorandum 1.3. Business letters 1.4. External communications 1.5. Electronic mail 1.6. Briefing notes 1.7. General correspondence 1.8. Marketing materials 1.9. Journal articles
2. Organizational Guidelines	May include: 2.1. Information documentation procedures 2.2. Company guidelines and procedures 2.3. Standard Operating Procedure (SOPs) 2.4. Organization manuals 2.5. Departmental Policies and Procedures Manual 2.6. Service manual

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Demonstrated adequate knowledge of organizational procedures in handling verbal and written communications 1.2 Received and acted on verbal messages and instructions correctly and efficiently 1.3 Demonstrated competency in recording instructions/information 1.4 Utilized effective clarifying and probing techniques, if needed.
2. Resource Implications	**The following resources should be provided:** 2.1 Pens 2.2 Note pads 2.3 Computer (if applicable)
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Demonstration on communication skills (i.e. role play) 3.3 Oral interview 3.3 Written Test
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions

UNIT OF COMPETENCY :   PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE   **:**

UNIT DESCRIPTOR   **:**   This unit covers the knowledge, skills and attitudes   required to gather, interpret and convey information in response to workplace requirements.

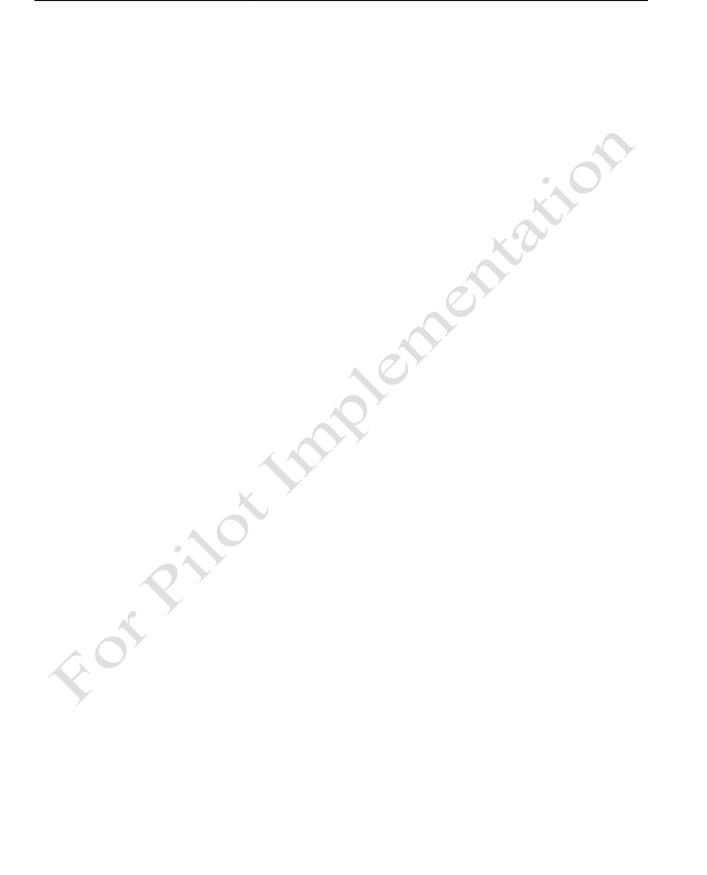| ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from *appropriate sources* 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate *medium* is used to transfer information and ideas 1.4 Appropriate non-verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and *storage* of information are used 1.7 Personal interaction is carried out clearly and concisely	1.1 Effective verbal and nonverbal communication 1.2 Different modes of communication 1.3 Overview of business writing 1.4 Organizational policies 1.5 Communication procedures and systems 1.6 Lines of Communication 1.7 Technology relevant to the enterprise and the individual's work responsibilities 1.8 Workplace etiquette	1.1 Follow simple spoken language 1.2 Perform routine workplace duties following simple written notices 1.3 Participate in workplace meetings and discussions 1.4 Complete work related documents 1.5 Estimate, calculate and record routine workplace measures 1.6 Ability to relate to people of social range in the workplace 1.7 Gather and provide information in response to workplace requirements 1.8 Basic Business Writing Skills 1.9 Interpersonal skills in the workplace 2.0 Active Listening skills

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Perform workplace duties following written notices	2.1 Written notices and instructions are read and interpreted correctly in accordance with organizational guidelines 2.2 Routine written instruction are followed in sequence 2.3 Feedback is given to workplace supervisor based on the instructions/information received 2.4 ***Workplace interactions*** are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented	2.1 Effective verbal and nonverbal communication 2.2 Different modes of communication 2.3 Overview of business writing 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Lines of Communication 2.7 Technology relevant to the enterprise and the individual's work responsibilities 2.8 Effective questioning techniques (clarifying and probing) 2.9 Workplace etiquette	2.1 Follow simple spoken language 2.2 Perform routine workplace duties following simple written notices 2.3 Participate in workplace meetings and discussions 2.4 Complete work related documents 2.5 Estimate, calculate and record routine workplace measures 2.6 Ability to relate to people of social range in the workplace 2.7 Gather and provide information in response to workplace requirements 2.8 Clarifying and Probing Questions (Questioning Skills) 2.9 Reading for Information Skills 3.0 Locating Information Skills
3. Complete relevant work related documents	3.1 Range of *forms* relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are	3.1 Effective verbal and nonverbal communication 3.2 Different modes of communication 3.3 Business writing 3.4 Organizational policies 3.5 Communication procedures and systems 3.6 Technology relevant to the enterprise and the individual's work responsibilities	3.1 Complete work related documents 3.2 Basic mathematical processes of addition, subtraction, division and multiplication 3.3 Gather and provide information in response to workplace requirements 3.4 Effective record keeping skills 3.5 Proofreading and grammar check

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.5 Reporting requirements to supervisor are completed according to organizational guidelines		

RANGE OF VARIABLES

VARIABLES	RANGE
1. Appropriate sources	1.1. Team members
	1.2. Supervisor/Department Head
	1.3. Suppliers
	1.4. Trade personnel
	1.5. Local government
	1.6. Industry bodies
2. Medium	2.1. Memorandum
	2.2. Circular
	2.3. Notice
	2.4. Information dissemination
	2.5. Follow-up or verbal instructions
	2.6. Face to face communication
3. Storage	3.1. Manual filing system
	3.2. Computer-based filing system
4. Workplace interactions	4.1. Face to face
	4.2. Telephone
	4.3. Electronic and two way radio
	4.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams

5. Forms	5.1.	HR/Personnel forms, telephone message forms, safety reports

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:**
	1.1. Prepared written communication following standard format of the organization
	1.2. Accessed information using communication equipment
	1.3. Made use of relevant terms as an aid to transfer information effectively
	1.4. Conveyed information effectively adopting the formal or informal communication
2. Resource Implications	**The following resources should be provided:**
	2.1. Fax machine
	2.2. Telephone
	2.3. Notebook
	2.4. Writing materials
	2.5. Computer with Internet connection
3. Methods of Assessment	**Competency in this unit may be assessed through:**
	3.1. Interview
	3.2. Written test
	3.3. Third party report
4. Context for Assessment	4.1. Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE :

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes   required to lead in the dissemination and discussion of ideas, information and issues in the workplace.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Appropriate *communication method* is selected 1.2 Multiple operations involving several topics areas are communicated accordingly 1.3 Questions are used to gain extra information 1.4 Correct sources of information are identified 1.5 Information is selected and organized correctly 1.6 Verbal and written reporting is undertaken when required 1.7 Communication skills are maintained in all situations	1.1. Organization requirements for written and electronic communication methods 1.2. Effective verbal communication methods 1.3. Business writing 1.4. Effective questioning techniques (clarifying and probing) 1.5. Workplace etiquette	1.1 Organize information 1.2 ~~Understand and~~ convey intended meaning 1.3 Participate in variety of workplace discussions 1.4 Comply with organization requirements for the use of written and electronic communication methods 1.5 Effective business writing 1.6 Effective clarifying and probing skills
2. Lead workplace discussions	2.1 Response to workplace issues are sought 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to **workplace discussions** on such issues as production, quality and safety 2.4 Goals/objectives and action plan undertaken in the workplace are communicated accordingly	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods 2.3 Effective questioning techniques (clarifying and probing) 2.4 Workplace etiquette	2.1 Organize information 2.2 ~~Understand and~~ convey intended meaning 2.3 Participate in variety of workplace discussions 2.4 Comply with organization requirements for the use of written and electronic communication methods 2.5 Effective clarifying and probing skills

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and issues are raised as they arise	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Effective questioning techniques (clarifying and probing) 3.4 Workplace etiquette	3.1 Organize information 3.2 ~~Understand and~~ convey intended meaning 3.3 Participate in variety of workplace discussions 3.4 Comply with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills

RANGE OF VARIABLES

VARIABLES	RANGE
1. Methods of communication	1.1. Non-verbal gestures 1.2. Verbal 1.3. Face to face 1.4. Two-way radio 1.5. Speaking to groups 1.6. Using telephone 1.7. Written 1.8. Internet
2. Workplace discussions	2.1. Coordination meetings 2.2. Toolbox discussion 2.3. Peer-to-peer discussion

EVIDENCE GUIDE

2	Critical aspects of Competency	**Assessment requires evidence that the candidate:**
		1.1 Dealt with a range of communication/information at one time
		1.2 Made constructive contributions in workplace issues
		1.3 Sought workplace issues effectively
		1.4 Responded to workplace issues promptly
		1.5 Presented information clearly and effectively written form
		1.6 Used appropriate sources of information
		1.7 Asked appropriate questions
		1.8 Provided accurate information
2.	Resource Implications	**The following resources should be provided:**
		1 Variety of Information
		2 Communication tools
		3 Simulated workplace
3	Methods of Assessment	**Competency in this unit may be assessed through:**
		Competency in this unit must be assessed through
		1 Case Study
		2 Third-party report
		3 Portfolio
		4 Interview
		5 Role Play
4	Context for Assessment	4.1 Competency may be assessed in the workplace or in simulated workplace environment

2 UNIT OF COMPETENCY : UTILIZE SPECIALIZED COMMUNICATION
SKILLS

UNIT CODE   :

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes required to use specialized communication skills to meet specific needs of internal and internal clients, conduct interviews, facilitate discussion with groups, and contribute to the development of communication strategies.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Utilize specialized communication skills	1.1 Specific communication needs of clients and colleagues are identified and met 1.2 Different approaches are used to meet communication needs of clients and colleagues 1.3 Different approaches are used to meet communication needs of clients and colleagues	1.1 Communication process 1.2 Dynamics of groups and different styles of group leadership 1.3 Communication skills relevant to client groups 1.4 Flexibility in communication	1.1 Full range of communication techniques including: 1.1.1 Effective communication process 1.1.2 Active listening 1.1.3 Giving/receiving feedback 1.1.4 Interpretation of information 1.1.5 Role boundaries setting 1.1.6 Negotiation 1.1.7 Establishing empathy 1.2 Communication skills required to fulfill job roles as specified by the organization
2. Contribute to the development of communication strategies	2.1 *Strategies* for internal and external dissemination of information are developed, promoted, implemented and reviewed as required 2.2 Channels of communication are established and reviewed regularly 2.3 Coaching ineffective communication is provided	2.1 Communication process 2.2 Dynamics of groups and different styles of group leadership 2.3 Openness and flexibility in communication 2.4 Communication skills relevant to client groups	2.1 Full range of communication techniques including: 2.1.1 Effective communication process 2.1.2 Active listening 2.1.3 Giving/receiving Feedback 2.1.4 Interpretation of information 2.1.5 Role boundaries setting 2.1.6 Negotiation 2.1.7 Establishing empathy 2.1.8 Openness and flexibility in communication

			2.2 Communication skills required to fulfill job roles as specified by the organization

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.4 Work related network and relationship are maintained as necessary 2.5 Negotiation and conflict resolution strategies are used where required 2.6 Communication with clients and colleagues is appropriate to individual needs and organizational objectives		
3. Represent the organization	3.1 When participating in internal or external forums, presentation is relevant, appropriately researched and presented in a manner to promote the organization 3.2 Presentation is clear and sequential and delivered within a predetermined time 3.3 Utilize appropriate media to enhance presentation 3.4 Differences in views are respected 3.5 Written communication is consistent with organizational standards 3.6 Inquiries are responded in a manner consistent with organizational standard	3.1 Communication process 3.2 Dynamics of groups and different styles of group leadership 3.3 Openness and flexibility in communication 3.4 Communication skills relevant to client groups	3.1 Full range of communication techniques including: 3.1.1 Effective communication process 3.1.2 Active listening 3.1.3 Giving/receiving feedback 3.1.4 Interpretation of information 3.1.5 Role boundaries setting 3.1.6 Negotiation 3.1.7 Establishing empathy 3.1.8 Openness and flexibility in communication 3.2 Communication skills required to fulfill job roles as specified by the organization

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Facilitate group discussion	4.1 When participating in internal or external forums, presentation is relevant, appropriately researched and presented in a manner to promote the organization 4.2 Presentation is clear and sequential and delivered within a predetermined time 4.3 Utilize appropriate media to enhance presentation 4.4 Differences in views are respected 4.5 Written communication is consistent with organizational standards 4.6 Inquiries are responded in a manner consistent with organizational standard	4.1 Communication process 4.2 Dynamics of groups and different styles of group leadership 4.3 Openness and flexibility in communication 4.4 Communication skills relevant to client groups	4.1 Full range of communication techniques including: 4.1.1 Effective communication process 4.1.2 Active listening 4.1.3 Giving/receiving feedback 4.1.4 Interpretation of information 4.1.5 Role boundaries setting 4.1.6 Negotiation 4.1.7 Establishing empathy 4.1.8 Openness and flexibility in communication 4.2 Communication skills required to fulfill job roles as specified by the organization
5. Conduct interview	5.1 A range of appropriate communication strategies are employed in *interview situations* 5.2 Records of interviews are made and maintained in accordance with organizational procedures 5.3 Effective questioning, listening and nonverbal communication techniques are used to ensure that required message is communicated	5.1 Communication process 5.2 Dynamics of groups and different styles of group leadership 5.3 Effective questioning techniques 5.3 Communication skills relevant to client groups	5.1 Full range of communication techniques including: 5.1.1 Effective communication process 5.1.2 Active listening 5.1.3 Giving/receiving feedback 5.1.4 Interpretation of information 5.1.5 Role boundaries setting 5.1.6 Negotiation 5.1.7 Establishing empathy 5.2 Effective clarifying and probing techniques (questioning skills) 5.3 Communication

	skills required to fulfill job roles as specified by the organization

RANGE OF VARIABLES

3 VARIABLES	4 RANGE	
1. Strategies	1.1	Recognizing own limitations
	1.2	Referral to specialists
	1.3	Utilizing techniques and aids
	1.4	Providing written drafts
	1.5	Verbal and non verbal communication
2. Effective group interaction	2.1	Identifying and evaluating what is occurring within an interaction in a non judgmental way
	2.2	Using active listening
	2.3	Making decision about appropriate words, behavior
	2.4	Putting together response which is culturally appropriate
	2.5	Expressing an individual perspective
	2.6	Expressing own philosophy, ideology and background and exploring impact with relevance to communication
	2.7	Openness and flexibility in communication
3. Types of Interview	3.1	Related to staff issues
	3.2	Routine
	3.3	Confidential
	3.4	Evidential
	3.5	Non disclosure
	3.6	Disclosure
4. Interview situations	4.1	Establish rapport
	4.2	Elicit facts and information
	4.3	Facilitate resolution of issues
	4.4	Develop action plans
	4.5	Diffuse potentially difficult situation

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7 EVIDENCE GUIDE

1.	Critical aspects of Competency	**Assessment requires evidence that the candidate:**
		1.1 Demonstrated effective communication skills with clients accessing service and work colleagues
		1.2 Adopted relevant communication techniques and strategies to meet client particular needs and difficulties
2.	Resource Implications	2.1 Access to appropriate workplace where assessment can take place
3.	Methods of Assessment	**Competency in this unit may be assessed through:**
		3.1 Case Study
		3.2 Interview
		3.3 Portfolio
		3.4 Written Test
		3.5 Role Play
4.	Context for Assessment	4.1 This unit should be assessed on the job through simulation

UNIT OF COMPETENCY : MANAGE AND SUSTAIN COMMUNICATION

UNIT CODE :

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in developing, establishing, maintaining communication pathways and strategies.
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ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop communication strategies	1.1 Strategies for effective internal and external dissemination of information are developed to meet the organization's requirements 1.2 Special communication needs are considered in developing strategies to avoid discrimination in the workplace 1.3 ***Communication strategies*** are analyzed, evaluated and revised where necessary to make sure they are effective	1.1 Key elements of communications strategy 1.1.1 Statement of purpose 1.1.2 Current situation 1.1.3 Organizational and communications objectives 1.1.4 Stakeholders 1.1.5 Messages 1.1.6 Communications method 1.1.7 Work Plan	1.1 Writing communications strategy 1.2 Applying key elements of communications strategy
2. Establish and maintain communication pathways	2.1 Pathways of communication are established to meet requirements of organization and workforce 2.2 Pathways are maintained and reviewed to ensure personnel are informed of relevant information	2.1 Types of communication pathways	2.1 Defining communication pathways

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Promote the use of communication strategies	3.1 Information is provided to all areas of the organization to facilitate implementation of the strategy 3.2 Effective communication techniques are articulated and modelled to the workforce 3.3 Personnel are given guidance about adapting communication strategies to suit a range of contexts	3.1 Effective communication techniques 3.2 Different communication strategies	3.1 Writing communications strategy 3.2 Applying key elements of communications strategy 3.3 Using communication strategies

RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication strategies	May include: 1.1 Language switch 1.2 Comprehension check 1.3 Repetition 1.4 Asking confirmation 1.5 Paraphrase 1.6 Clarification request 1.7 Translation 1.8 Restructuring 1.9 Approximation 1.10 Generalization

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Developed communication strategies to meet the organization requirements and applied in the workplace 1.2 Established and maintained communication pathways for effective communication in the workplace 1.3 Used communication strategies involving exchanges of complex oral information
2. Resource Implications	**The following resources should be provided:** 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Direct Observation/Demonstration with Oral Questioning 3.2 Written Examination
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA Accredited Assessment Center.