**Assignment Task for Unit: Understanding the communication process in the workplace**

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| **Centre Number:** | **Centre Name:** | |
| **Learner Registration No:** | **Learner Name:** | |
| **TASK**  The purpose of this unit is to develop knowledge and understanding of the communication process in the workplace. By understanding the process and methods used you can improve your own effectiveness in achieving results.  The task requires you to show an understanding of the process of communication and the main methods of communication and how to use them. You also need to complete a reflective self-assessment of your own communication skills and identify areas for performance improvement.  **NOTE:**  *You may want to relate your answers to an organisation that you work in. If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.*  *You should plan to spend approximately 8 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1500 words: the suggested range is between 1000 and 2000 words.*  *Check your assignment carefully prior to submission using the assessment criteria.* | | |
| *Please use the sub-headings shown below when structuring your Assignment* | | Assessment Criteria |
| **Understand the nature and importance of the communication process in the workplace**  Show your understanding of the communication process by providing responses to cover these assessment criteria. | | * Explain the importance of effective communication in the workplace *(8 marks)* * Describe the stages in the communication cycle *(8 marks)* * Identify possible barriers to communication in the workplace *(8 marks)* * Explain how to overcome a potential barrier to communication *(8 marks)* |
| **Understand the methods of communication**  Show your understanding of the main methods of communication by providing responses to cover these assessment criteria. | | * Describe the main methods of written and oral communication in the workplace and their uses *(12 marks)* * Identify the main advantages and disadvantages of written methods of communication *(8 marks)* * Identify the main advantages and disadvantages of oral communication *(8 marks)* * Explain how non-verbal communication can influence the effectiveness of oral communication *(8 marks)* * Explain the value of feedback in ensuring effective communication *(8 marks)* |
| **Be able to assess own effectiveness in communication**  Select a method of communication e.g. giving briefings, e-mail, telephone that you use. Based on your knowledge of good practice in communication reflect on what your strengths and weaknesses are when using this method and prepare a short summary. Then identify and list any ways in which you could improve your performance as a communicator when using this method. | | * Assess own performance in a frequently used method of communication *(16 marks)* * Identify actions to improve own performance in communicating *(8 marks)* |
| **By submitting I confirm that this assignment is my own work** | | |