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

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| **Centre Number:** 010563 | | **Centre Name:** Queen Mary University of London | | | |
| **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.*  GUIDANCE:   * Complete your assignment on this document in the section below labelled “Your Assignment” * Save your assignment with the following title **PD115 Assignment YI XX.XX.XXXX** (where YI is your initials and XX.XX.XXXX is the date of submission). * You need to cover every element of each task to pass the assignment. When you have completed each task, re-read the instructions to check that you have done what’s required. * Check your spelling, grammar and presentation; your work should be professionally presented * It is very important that your assignment represents your own work, written in your own words. In returning this assignment, you are agreeing to have it processed by similarity detection software. This will highlight text found in your work which matches text found on the internet, in journals and books, and in other submitted assignments. If you are in any doubt about what you may or may not include in your assignment, please consult your course tutor before submission. | | | | | |
| *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)* | | |
| Your Assignment | | | | | |
| **By submitting I confirm that this assignment is my own work** | | | | | |
| Name |  | | | Date |  |