



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

CCMWC302

COMMUNICATION SKILLS AT THE WORKPLACE

Communicate effectively at workplace

Competence

RQF Level: 3

Learning Hours



Credits: 3

Sector: ALL

Trade: ALL

Module Type: Complementary

Curriculum: ALL

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Purpose statement	This module describes the skills and knowledge required to communicate and get along well with others, in a variety of settings and for a range of purposes. The module will allow the participant to speak and listen actively and appropriately, one-on-one and in groups, to cooperate and work effectively within a group, to lead a team, to provide good customer service and write simple reports as well as Listen and speak effectively.				
Delivery modality	Training delivery	100%	Assessment	Total 100%	
	Theoretical content	30%	Formative assessment	30%	
	Practical work:	70%		70%	100%
	<ul style="list-style-type: none"> Group project and presentation 20% Individual project /Work 50% 				
		Summative Assessment		N/A	

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Listen and speak effectively	1.1. Listening skills are adequately applied according to their types.
	1.2. Clear and accurate information and instructions are given based on command styles.
	1.3. Non – verbal communication signs and its impact are correctly interpreted based their importance.
	1.4. Effective speaking skills are properly demonstrated according to communication process
2. Cooperate and work as a team member	2.1. Effective cooperation with others to reach common objectives is demonstrated based on characteristics and qualities of team members.
	2.2. Effective team leadership is demonstrated based on leading qualities.
	2.3. Problem-solving and decision-making skills are properly demonstrated based on their characteristics.
3. Apply customer care	3.1. Good customer service is demonstrated and explained according to its levels and principles.
	3.2. Quality service is properly provided based on their needs.
	3.3. Effective communication with customers is demonstrated according to required attitudes.
	3.4. Conflict with difficult customers is efficiently handled based on required process.
4. Write and submit a report	4.1. Reports are properly identified according to their types.
	4.2. A relevant report is effectively produced based on its structure.
	The report to the appropriate persons is timely submitted according to the required

Course content

Learning outcome 1: Listen and speak effectively

Learning hours: 6

Indicative content

- **Listening skills & strategies**

- ✓ Introduction to listening
 - ✚ Definition of listening
 - ✚ Definition of hearing
- ✓ Effective listening
 - ✚ Appropriate body language
 - ✚ Types of distractions
 - ✚ Effective listening skills and strategies
- ✓ Kinds of listening
 - ✚ Passive listening
 - ✚ Active listening
 - ✚ Responsive listening
 - ✚ Selective listening
 - ✚ Appreciative listening
 - ✚ Analytical listening
- ✓ Listening styles
 - ✚ People-oriented listening
 - ✚ Action-oriented listening
 - ✚ Content-oriented listening
 - ✚ Time-oriented listening

- **Give information and instructions**

- ✓ Identification of command styles used in giving instructions
 - ✚ Imperative form to give instructions
 - ✚ Simple present form to give instructions
 - ✚ Future form to give instructions
- ✓ Formulation of instructions
- ✓ Components of a clear and concise instruction
 - ✚ Sequencers
 - ✚ Actions
- ✓ Application of strategies to ask questions for clarification
 - ✚ Open and closed questions
 - ✚ Funnel questions
 - ✚ Probing questions
 - ✚ Leading questions
 - ✚ Rhetorical questions

- **Non-verbal communication signs and their impact**

- ✓ Importance of non-verbal communication.
 - ✚ Repetition
 - ✚ Contradiction
 - ✚ Substitution
 - ✚ Complementing
 - ✚ Accenting
- ✓ Types of non-verbal communication
 - ✚ Proxemics
 - ✚ Orientation
 - ✚ Eye contact
 - ✚ Facial expression
 - ✚ Gesture
 - ✚ Dress
 - ✚ Posture
 - ✚ Paralanguage
- ✓ Impacts of non-verbal communication on how we give information and how we listen.
 - ✚ Adding value
 - ✚ Intercultural friction
 - ✚ Effects on relationship
 - ✚ Managing conversation

● **Effective speaking skills**

- ✓ Effective speaking
 - ✚ Definition of effective speaking
 - ✚ Identification of effective speaking skills
- ✓ Identification of communication process elements
 - ✚ Encoding and decoding
 - ✚ Communicator
 - ✚ Message
 - ✚ Channel
 - ✚ Noise
 - ✚ Worldview
 - ✚ Context
- ✓ Kinds of voice
 - ✚ Whispering voice
 - ✚ Booming voice
 - ✚ Monotonous voice
 - ✚ Melodious voice
 - ✚ Rain cloud voice
 - ✚ Rainbow voice
- ✓ Positive voice intonations
 - ✚ Method for voice relaxation
 - ✚ Breathing exercises to improve volume

- ✚ Extending and controlling your pitch
- ✚ Projecting your voice
- ✚ Improving your articulation
- ✓ Negative voice intonations
 - ✚ Rudeness
 - ✚ Arrogance
 - ✚ Disrespect

Resources required for the learning outcome

Equipment	Whiteboard
Materials	Flip charts, markers
Tools	Effective Listening Observation Form, audio clips, workbooks, notebooks, pens, handouts, worksheets, textbook
Facilitation techniques	Role play, individual and group work, practical exercise, individualized work, trainer guided, group discussion
Formative assessment methods	Written assessment, oral assessment

Learning outcome 2: Cooperate and work as a team member

Learning hours: 8

Indicative content

- **Cooperate with others to reach a common objective**
 - ✓ Identification of characteristics of an effective and cooperative team member
 - ✓ Qualities of a good team member
 - ✓ Description of traits of a non-effective and non-cooperative team member
 - ✚ Attendance problem
 - ✚ Poor contribution
 - ✚ Stressful environment
- **Team leading**
 - ✓ Qualities of an effective leader
 - ✚ Determination
 - ✚ Flexibility
 - ✚ Resourcefulness
 - ✚ Creativity
 - ✚ Optimism reliability
 - ✚ Patience
 - ✚ Being responsible

- ✓ Different leadership styles
 - ✚ Authoritarian leadership style
 - ✚ Persuading leadership style
 - ✚ Consulting leadership style
 - ✚ Joining leadership style
- ✓ Strategies to lead a team efficiently
 - ✚ Encouraging discussions
 - ✚ Encouraging everyone to participate fully
 - ✚ Remaining calm
 - ✚ Using positive feedback
 - ✚ Ensuring all team members understand that their ideas & opinions are equally relevant
- **Problem-solving and decision-making skills**
 - ✓ Characteristics of a good solution
 - ✚ Realistic
 - ✚ Effective
 - ✚ Acceptable
 - ✚ Logical
 - ✓ Steps of problem-solving to work and community-related problems
 - ✚ Identification of the problem
 - ✚ Understanding the problem
 - ✚ Generating possible solutions
 - ✚ Choosing a solution
 - ✚ Implementing a solution
 - ✚ Evaluating a solution
 - ✓ Communication as a tool for problem solving
 - ✓ Communication rules to improve problem solving

Resources required for the indicative content

Equipment	Whiteboard
Materials	Flip charts, markers
Tools	Audio clips, workbooks, notebooks, pens
Facilitation techniques	Role play, individual and group work, practical exercise, individualized work, trainer guided, group discussion
Formative assessment methods	Written assessment, oral assessment

Indicative content

- **Customer care's levels and principles**
 - ✓ Introduction to customer service
 - ✚ Definition of customer service
 - ✚ Importance of customer service (Positive effect, Negative effect)
 - ✓ Levels of customer service
 - ✚ Poor service
 - ✚ Mediocre service
 - ✚ Exceptional service
 - ✓ Customer care principles
 - ✚ Support customers as a team
 - ✚ to customers
 - ✚ Spend time building relationships
 - ✚ Be honest about what you don't know
 - ✚ Practice empathy
 - ✚ Know your product
 - ✚ Remember-every second counts
 - ✚ The customer is boss
 - ✚ Never argue
 - ✚ Don't confront a customer
 - ✓ Be respectful and listen to the needs of the customer
- **Provide quality service**
 - ✓ **Basic customer needs**
 - ✚ Welcoming customers
 - ✚ Understanding customers
 - ✚ Make customers feel important
 - ✚ Make customers feel comfortable
 - ✓ Exceptional customer service
 - ✚ Service to meet basic customer needs
 - ✚ Definition of customer's perception
 - ✚ Meeting and exceeding expectations
 - ✚ Getting feedback on the provided service
- **Communicate with customers**
 - ✓ Required attitudes on telephone
 - ✚ Being ready
 - ✚ Answering promptly
 - ✚ Being friendly
 - ✚ Being polite
 - ✚ Identifying one's self
 - ✚ Repeating the caller's name
 - ✚ Listening carefully

- ✚ Giving the caller full attention
- ✚ Not guessing at answers
- ✓ Recording a telephone message
 - ✚ Recording the caller's name
 - ✚ Recording the caller's telephone
 - ✚ Recording date and time of call
 - ✚ Recording the caller's needs
 - ✚ Recording any additional information
- **Handle conflict with difficult customers**
 - ✓ Introduction to customers' conflict handling
 - ✚ Definition of conflict
 - ✚ Conflict resolution
 - ✓ Steps of conflict management with difficult customers
 - ✚ Stay calm and listen
 - ✚ Ask questions
 - ✚ Give feedback
 - ✚ Summarize the problem
 - ✚ Deal with the problem

Resources required for the indicative content

Equipment	
Materials	Flip charts, markers
Tools	Songs, handouts on customer needs, handouts on telephone conversations, work books ,note books, text books,pens
Facilitation techniques	Role play, individual and group work, practical exercise, individualized work, trainer guided, group discussion
Formative assessment methods	Written assessment, oral assessment

Indicative content

- **Types of reports**
 - ✓ Introduction to reporting
 - + Definition of a report
 - + Usage of a report
 - + Standard elements of a report
 - ✓ Types of reports used in the workplace
 - + Formal and informal reports
 - + Short and long reports
 - + Analytical or informational reports
 - + Proposal reports
 - + Vertical or lateral reports
 - + Internal or external reports
 - + Periodic reports
 - + Functional reports
- **Basic report structure**
 - + Abstract
 - + Introduction
 - + Bod
 - + Conclusion
 - + Recommendations
 - + References
 - + Appendices
- ✓ Basic report writing tips
 - + Writing the executive summary and table of content
 - + Focusing on the objective
 - + Planning before writing
 - + Using a clear layout
 - + Using clear language
- ✓ Stages for report writing
 - + Report planning
 - + Information collection
 - + Writing the first draft
 - + Reviewing and finalization
- ✓ Report editing
- ✓ Reviewing organization
 - + Strategies for revising organization
- ✓ Revising content
 - + Questions about content
 - + Strategies for revising content

✚ Editing for grammar and style

- **Submit the report to the appropriate persons**

- ✓ Transmission process

- ✚ Having the report signed by the right person

- ✚ Giving copies to all concerned people

- ✚ Attaching supplementary documents

Resources required for the indicative content

Equipment	
Materials	Flip charts, markers
Tools	Reference books, handouts on customer needs, handouts on telephone conversations, worksheets, note books, text books, templates of routing slips, pens
Facilitation techniques	Individual and group work, documentation research, practical exercise, individualized work, trainer guided, group discussion
Formative assessment methods	Written assessment, performance assessment

References:

1. Work Readiness Training Programme – Trainer’s Manual, AkaziKanoze – Youth Livelihoods Project.
2. Work Readiness Training Programme – Participant’s Manual, AkaziKanoze – Youth Livelihoods Project.