

CHECKLIST – UNDERSTANDING THE COMMUNICATION PROCESS IN THE WORKPLACE

SUGGESTED WORD COUNT RANGE: 4,100-4,700*	
Learning outcome, section 1: Understand the nature and importance of the communication process in the workplace	
Assessment criteria (AC)	How to pass notes
AC 1.1 Explain the importance of effective communication in the workplace.	<input type="checkbox"/> Explain at least two of the benefits of effective communication and why these are important in the workplace. These could be benefits to individuals, teams, customers, the organisation as a whole, or a mix of these groups. <input type="checkbox"/> Explain how your benefits are achieved through communication.
AC 1.2 Describe the stages in the communication cycle.	<input type="checkbox"/> Describe the five stages of the communication cycle in detail (sender, encode, channel, decode, receiver). Your description needs to be more than just one line for each. Your answer can also be enhanced by a workplace example.
AC 1.3 Identify possible barriers to communication in the workplace.	<input type="checkbox"/> Identify at least two barriers to communication in the workplace. <input type="checkbox"/> Discuss <i>how</i> they act as barriers.
AC 1.4 Explain how to overcome a potential barrier to communication.	<input type="checkbox"/> Take one of the identified barriers from question 1.3 and explain how you, and/or your organisation, can overcome or reduce its impact on effective communication.
Learning outcome, section 2: Understand the methods of communication	
Assessment criteria (AC)	How to pass notes
AC 2.1 Describe the main methods of written and oral communication in the workplace and their uses.	<input type="checkbox"/> Describe at least one main method of communication for both oral and written communication in your workplace and describe how they're used. (e.g. What kind of information is communicated via these methods? Who receives the communication? What sort of documents are sent via these mediums?) <i>Note: The description of the communication methods shouldn't include their advantages/disadvantages, but the principal features.</i>

AC 2.2 Identify the main advantages and disadvantages of written methods of communication.	<input type="checkbox"/> Give at least one main advantage and at least one main disadvantage of a written method of communication.
AC 2.3 Identify the main advantages and disadvantages of oral communication.	<input type="checkbox"/> Give at least one main advantage and at least one main disadvantage of an oral method of communication.
AC 2.4 Explain how non-verbal communication can influence the effectiveness of oral communication.	<input type="checkbox"/> Give at least two examples of non-verbal communication. <input type="checkbox"/> Explain how your examples impact the effectiveness of oral communication. The influence could be positive or negative, or a mixture of both. <i>Note: body language such as posture, facial expressions and hand gestures are relevant here (tone of voice is not an example of non-verbal communication).</i>
AC 2.5 Explain the value of feedback in ensuring effective communication.	<input type="checkbox"/> Provide a full explanation of how feedback ensures effective communication (rather than work/project performance), highlighting the value this brings to the communication process. <i>Note: you can provide an example of a time you gave feedback to a direct report and explain the value this brought to the communication process.</i>
Learning outcome, section 3: Be able to assess your own effectiveness in communication	
Assessment criteria (AC)	How to pass notes
AC 3.1 Assess your own performance in a frequently used method of communication.	<input type="checkbox"/> Choose one method of communication you use regularly at work. It will help to think of one or two specific examples on which to assess yourself. (Written communication examples are most commonly used.) <input type="checkbox"/> State and outline your assessment criteria clearly. (The '7 Cs of Communication' is commonly used here, but not mandatory.) <input type="checkbox"/> Refer to your criteria throughout your assessment. (It is useful but not essential to provide evidence/documentation of what you are assessing yourself on as this would clearly show how you have assessed yourself.) <input type="checkbox"/> Use relevant examples to support your analysis. <input type="checkbox"/> Evaluate how well/poorly your outcome was achieved and note areas of improvement. <input type="checkbox"/> Explain how you came to your conclusions.

	Note: Discussion of your DISC/EGO state is not necessary to pass this assessment of your performance in a method of communication.
AC 3.2 Outline actions to improve your own performance in communicating.	<input type="checkbox"/> Outline two specific actions to help improve your communication, explaining precisely what you will do to make these improvements and how the actions will help you to improve your performance in communicating. It will help to use the SMART model to outline your actions. Note: An 'action' is different to a 'goal' – for example: Goal – <i>Improve my use of telephone communication.</i> Action – <i>Listen to recordings of at least five of my telephone calls each week and keep a log of quality and areas for improvement.</i>

Verb guide			
The verbs below are used in questions and will guide you on the level of detail required in your answer.			
Identify	Describe	Explain	Assess
List the topic(s) or issue(s) and provide a supporting sentence to expand on them and add extra detail.	What something looks like, for example, its key features.	A description of the topic with a detailed justification of how and why these things are achieved.	Making a judgement based on a set criterion supported by objective evidence.

*Assignment word count

Your assignment should be between 4,100 and 4,700 words. You may go over this amount by up to 20% to reach a maximum total of 5,560 words.

Please note:

- If your assignment is longer than 5,560 words you will be requested to shorten it.
- If your word count is significantly below 4,100 words it is unlikely that you have included enough detailed information to pass.

The word count guidelines aim to ensure focus and clarity in your writing and help you judge how much detail you need to include.