Ethiopian TVET-System

INDUSTRIAL ELECTRICAL MACHIN DRIVE TECHNOLOGY

Level-II

Based on May 2011 Occupational Standards

October, 2019

Module Title: Participating in Workplace Communication

TTLM Code: EEL EMD2TTLM 1019

This module includes the following Learning Guides

LG1: Obtain and convey workplace information

LG Code: EELEMD2M01LO1LG01

LG2. Participate in workplace meetings and discussions
LG Code: EEL EMD2 M01LO2LG02

LG3: Complete relevant work related documents

LG Code: EEL EMD2 M01LO3LG03

Instruction Sheet	LG1: Obtain and convey workplace information

This learning guide is developed to provide you the necessary information regarding the
following content coverage and topics –

- Accessing Information from Source
- Listening and Speaking for Gather and Convey Information
- Media of Communication
- Communication with Supervisor and Colleagues
- Define Workplace Procedures for the Location and Storage of Information

This guide will also assist you to attain the learning outcome stated in the cover page.
Specifically, upon completion of this Learning Guide, you will be able to –

- Access specific and relevant information from appropriate source.
- Effective questioning , active listening and speaking skills are used to gather and onvey information
- Use appropriate medium to transfer information and ideas.
- Use appropriate non- verbal communication
- Identify and follow appropriate lines of communication with supervisors and colleagues.
- Use defined workplace procedures for the location and storage of information.
- Carry out personal interaction clearly and concisely

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the "Information Sheet __". Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
3. Accomplish the "Self-check" in page __.

Information Sheet-1	Safety requirements of equipment/tool

1. Types of Information Sources

Knowing what type of source you need will also help you find the correct source.

- **Primary**

Primary sources are firsthand accounts, those created at the time of an event by the people who directly witnessed or where involved. Photographs, letters, diaries, speeches, autobiographies and daily newspaper articles are all examples of primary sources. The advantage of using primary sources is that you get your information straight from the source. You don't have worry about misinterpretation and/or researcher
bias. Primary sources can be found everywhere, even the Web -- just check to make sure the information is real. Also, keep in mind that primary sources are subject to bias just like any other source. It's very possible to have two primary sources regarding the same event that are completely different from each other.
Example: The Diary of Anne Frank

- **Secondary**

Secondary sources are those created after the event by people who weren't directly involved. This includes books and journals written by scholars as well as reference books. Secondary sources may include photographs or other primary sources and can often offer insight and research into the original event.
Example:A biography of Anne Frank written by a current scholar.

- **Tertiary**

Tertiary sources are sources that distill information from other sources. They are usually
reference materials and can contain both primary and secondary sources. Tertiary
sources can include: abstracts, almanacs, bibliographies, chronologies, dictionaries,
encyclopedias, directories, factbooks, guidebooks, indexes, manuals, and textbooks.
Example: An index that contains a listing of articles about Anne Frank.

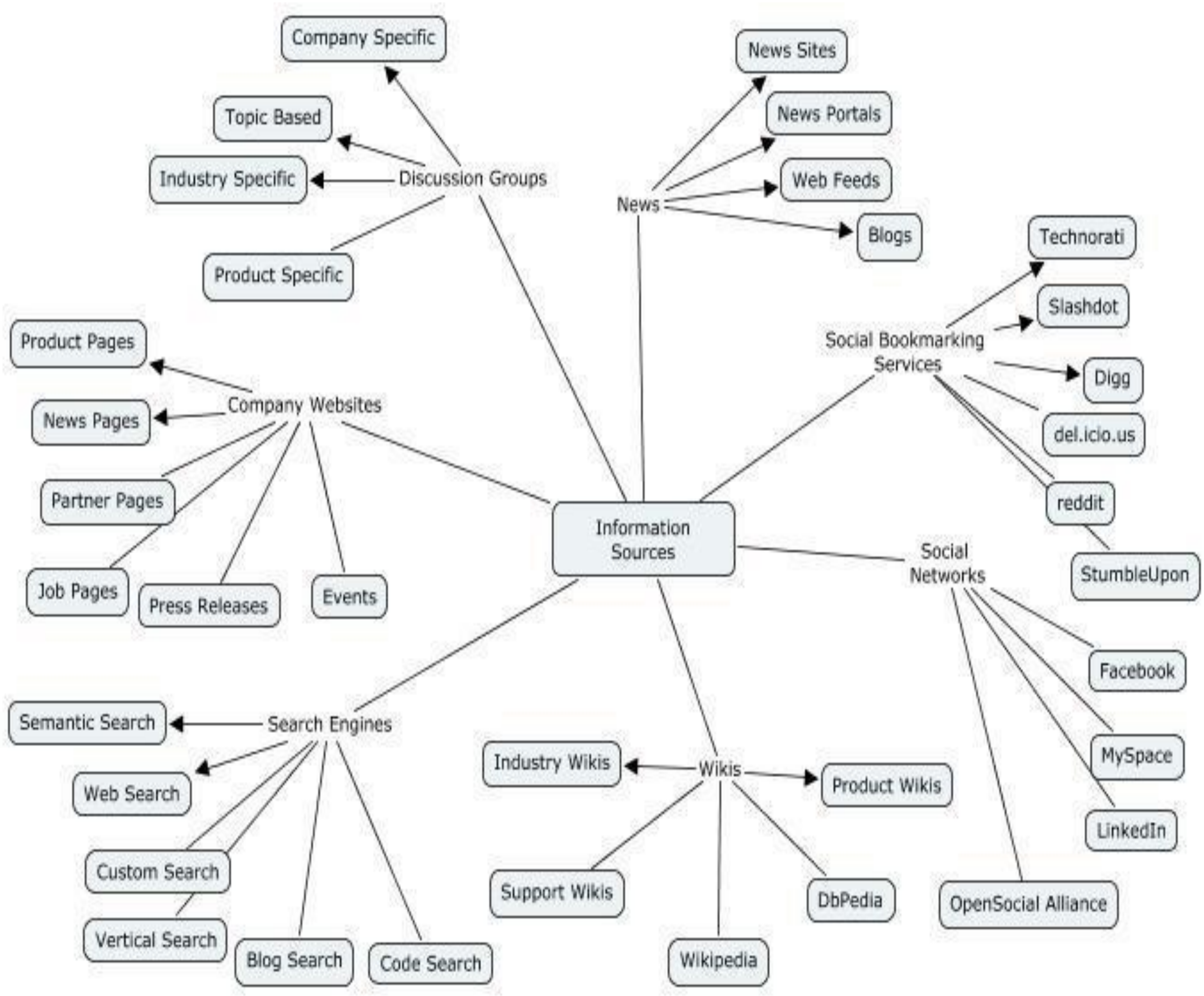
1.1 Written Information Sources

In the workplace, written information can take the form of:

- letters
- memos
- informal notes
- faxes
- emails
- text messages

- workplace signs
- instruction manuals

In this new age of technology, the main source of information is the internet. The
illustration below shows the different information sources.



Self-Check 1	Written Test

Name: ___________________________ Date: ________________

Directions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers.

1. What are the three types of information sources? (3 pts)

2. Give at least five (5) examples of written information sources in the workplace. (5 pts)

3. What are the information sources using the web? (7 pts)

Note: **Satisfactory rating -15 points** **Unsatisfactory - below 15**

points

Information Sheet-2	Listening and Speaking to Gather and Convey Information

You can ask you teacher for the copy of the correct answers

2. How to Speak and Listen

Speaking and listing skills are essential for effective communication at work place.

2.1 speaking skills

Qualities to become good speaker:

- **Keep it simple**: Whatever you are speaking about, you need to be able to
express your ideas, thoughts and feelings in a manner that can be understand
easily. The key principles are as follows to keep it simple:
  - ✓ Organize your information and keep the language simple
  - ✓ Avoid using complicated words or try to impress by using long words unless absolutely necessary
- **Being Accurate:** Accuracy of information is absolutely important. The following points have to be considered:
  - ✓ Be sure of your facts
  - ✓ Choose the right words to express your facts
  - ✓ Never quote something that could be challenged
- **Behaving normally:**Normal Behavior characters are;
  - ✓ Whenever speaking to others, never try to put an act.
  - ✓ Be yourself.
  - ✓ Speak as you normally speak.
  - ✓ Behave in way that feels comfortable to you.
- **Managing your appearance;** good appearance is important to speak confidently about yourself. Dirty shirts and greasy cloths may put wrong impression about you.
- **Managing your voices;**In managing your voices some important points to be followed:
  - ✓ Manage your voices, your accents and avoid repetitive phrases.
  - ✓ Never speak to fast, speak slowly and clearly
  - ✓ Take plenty of pause

- ✓ Use volume that is audible to all
- ✓ Vary the tone of your voices

To communicate with people effectively you need to:

- ✓ make sure it is not too noisy to hear
- ✓ what is being said
- ✓ sit or stand so that you directly face
- ✓ the person who you are talking or
- ✓ listening to
- ✓ maintain eye contact
- ✓ use polite opening and closing
- ✓ greetings
- ✓ speak clearly and at a medium
- ✓ pace
- ✓ speak in an open and neutral tone
- ✓ be straight forward and to the point
- ✓ keep the message simple
- ✓ be patient
- ✓ show interest
- ✓ use the words that the people you are talking to can understand
- ✓ listen carefully to the conversation so that you get the right message

2.2 Listening to others

Listening is an art and many of us are far too impatient to get on with our lives to listen properly to what others have to say. Most people think that the words "hearing "and listening mean the same thing, but they do not. Hearing and listening are quite different.

Hearing is an automatic, reflex-like response to sounds. While listening is an action that is chosen, deliberate and needs focusing on what said. So listening is important and a core competence in the process of communication. Without it difficult to have any sort of relationship.

- **In the workplace, effective listening helps you to:**

  - ✓ understand instructions clearly
  - ✓ learn from others
  - ✓ convey clear messages
  - ✓ promote good listening in others (if you are prepared to listen to others, they will

- ✓ be prepared to listen to you)
- ✓ offer ideas and take part in discussions
- ✓ co-operate with others and work well in a team
- ✓ understand the ideas and suggestions of others
- ✓ respond in an appropriate manner

- **Interference with Effective Listening**

Noise - it is very hard to listen in a noisy environment.

Temperature - if you are feeling uncomfortably hot it is hard to concentrate on listening.

Closeness - when a speaker is too close to you, your mind may be on the invasion of your space rather than what is being said.

Time - When people are tired or hurried they are less able to fully concentrate on what is being said

Impatience - if you are feeling impatient and want to get away to do other things your mind will not be concentrating on the speaker.

Distractions - any type of distraction whether it be something going on outside, work or personal worries tends to stop you from paying full attention to what a speaker says.

Attitude - if you do not like a speaker or do not like what they are saying you may quickly tune out.

Lack of interest - when you are not interested in a topic it is difficult to pay full attention.

Personal Perception - often people think they *already know* what is about to be said and so they don't bother to listen.

- **To become a good listener have in mind following points.**

- ✓ Be interested in what is being said.
- ✓ Take notes so that you will not forget what was said.
- ✓ Do not interrupt until the speaker takes a considerable pause or invite you do so.
- ✓ Help the speaker along by giving the occupational nod or smile.
- ✓ Do not pre-judge. Give the speaker a chance even if you are sure you will not agree with his or her views.

- ✓ Try not to let your mind wander, even if the subject is boring and the speaker has a really unexciting voice.
- ✓ Never fall asleep. It is not only extremely bad manner; it also means you will not remember very much of what was said.

2.3 Asking questions

Whether you are speaking yourself or listening to others, asking questions forms an
important part of communication process. By asking relevant questions you can extract a
good deal of information.

At work we need to ask questions for many reasons like:

- ✓ we need to find out what to do
- ✓ we need to get information
- ✓ we need to check that we have understood correctly

- **Questions Type**

Questions can be either **open** or **closed**. In open ended question you can get general
answers, in closed type questions you get answer yes or no. but both have their uses
according to the information you require.

- **Open Questions**

Open questions are used to find out detailed information. These questions encourage
the receiver to explain a longer answer. Open questions start with words like "What,
When, Where, Why, and How". They are used to open up a discussion or conversation.
You cannot give one word answer to these questions.

Examples of open questions are:

- ✓ How should I sort this cabinet full of different paints?
- ✓ What training will I need to use this equipment?
- ✓ What did you mean when you asked me to check the supplies?

- **Closed Questions**

Closed questions are used to find out quite particular information. They are questions

Self-Check 2	Written Test

long and detailed response. They are very useful if you need to find out simple
information or need to check specific details.

Examples of closed questions are:

- ✓ Is this where I can store the boxes?
- ✓ Can I use this tool?
- ✓ Is it lunch time?

- **General points to help you get the most out of asking.**
  - ✓ Wait to the right time to ask your questions.
  - ✓ Ask one question at one time.
  - ✓ Put your question in a way that will be easily understood.
  - ✓ Wait for an answer to your question without butting in.
  - ✓ Listen carefully to the answer you are given, so that you really understand it.
  - ✓ If the answer does not satisfy you, ask another question.

Name: ______________________ Date: ______________

Directions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers.

1. What are the qualities of a good speaker? (5 pts)
2. Give at least five (5) ways on how to communicate effectively. (5 pts)
3. What is the difference between hearing and listening? (2 pts)
4. List down at least five (5) barriers of effective listening. (5 pts)
5. Why do we need to ask questions in the workplace? (3 pts)
6. Give at least five (5) points in asking questions. (5 pts)

Note: **Satisfactory rating -15 points Unsatisfactory - below 15 points**

You can ask you teacher for the copy of the correct answers

Operation Sheet 1	Tell Us About…

PURPOSE:

To practice on how to speak in front of a group.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen

PROCEDURE:

1. On an A-4 sized paper write something about :
    a. Yourself (name, age, birthday, address)
    b. Your interests (favorite food, sports, movies, past time activities)
    c. The reason why you have chosen to enroll in your occupation
    d. Your future plan
2. After you have finished writing the details about yourself, show your output to your trainer.
3. Prepare yourself to share what you have written in front of the class.
4. Make sure to follow the qualities of a good speaker.

PRECAUTIONS:

Follow precautionary measures.

QUALITY CRITERIA:

- ✓ Clear and legible information
- ✓ Follow the qualities of a good speaker

Operation Sheet 2	Listening Skills

PURPOSE:

To practice the listening skills.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
CD or Cassette player.

PROCEDURE:

1. Your trainer will play a conversation (or a story) on a cassette player.
2. Listen very carefully on the conversation.
3. After listening, your teacher will ask you to answer some questions based on what you have heard.
4. Write your answer on a sheet of paper.

PRECAUTIONS:
Operate the cassette player with extra measures.

QUALITY CRITERIA:
✓Clear and legible information

Operation Sheet 3	Asking Questions

PURPOSE:

To practice on how to write and ask questions.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen

PROCEDURE:

1. Make a small group.
2. Choose a person whom who will interview. Preferably, one who is working in the surveying industry. Within your group, you prepare questions about the kind of work being done in the industry, career opportunities and advancement for surveyor and other topics about the surveying sector.
3. Let your trainer check your questions.
4. After checking, conduct an interview with an industry practitioner.
5. Follow the general points in asking question.
6. Prepare a written report on the outcome of the interview.
7. Be ready to share your output in the class.

PRECAUTIONS:

Avoid unnecessary activities.

QUALITY CRITERIA:

- ✓ Clear and concise questions
- ✓ Show politeness and courtesy

3. Communication Media

Communication Media is the means by which a message is communicated. Memorandum, Circular, Notice, Radio, Television, Fax, Phone are called verbal communication media. Facial expressions and body gestures are called nonverbal communication.

In communication process, the most basic form is verbal. Verbal communication consists of words –spoken or written.

Communication by using language is called verbal communication. Communication through other symbol is called non-verbal communication

A) Verbal communication divided into – Oral and written

B) Non- verbal communication is divided into – visual and aural

3.1 Verbal communication: Oral and Written

- ***Written Communication:***

Written communication includes memos, policy manuals, employee handbooks, company newsletters, bulletin boards, letters, and fliers. Written documents have an advantage over face-to-face communication, because messages can be revised, stored and made available when needed, and disseminated in identical copies so the same message is received by all. Written communication can be personalized for a small audience or written in a generic style that accommodates a larger audience.

✓ ***Letter***

is the most used form of written communication and mostly used for external communication.

Letter should be:

- Well presented
- Brief and to the point
- Accurate

- Easy to read and understand

When writing a letter decide first on the purpose of your letter and what you want to achieve. Then make a short list of the points to be covered and prepare a rough draft. Start a new paragraph for each new topic.
Your letter should contain an opening paragraph which sets the scene of the rest of the letter. The main points to be covered should be sub-divided into further paragraphs. The final paragraph normally contains a summing- up of the contents and any recommendations. Try not to make your sentences or paragraphs too long.

It is an organizations policy to keep a copy of any letter produced and placed in relevant file for further reference. See the sample of letter format in Figure 1.

> Marta Construction PLC
> P.o.B 1569
> Addis Ababa
> Tele 011458899
>
> May 20/2010
> Ms Degafa
> P.o.Box 5879
> Adama
>
> Dear Ms Degafa
>
> Computer for our Office:
>
> I would like your company to supply us computers for my office.
> At present we only have 2 computers of old model. I want to replace them with new brand of computers. At present I want to buy six computers.
> Can you tell me how much the cost of each computer with complete accessories? When can you deliver them to me? I expect your response soon.
>
> Thanks,
>
> Yours sincerely
>
> Martha(Ms)
> Construction Manager

Fig.1 Sample of Letter format

- ***Notice***

is required to inform the whole works in the organization or company and most common method of mass communication. It should be simple, short and understandable for every worker. It must contain all relevant information, appropriately worded and any action to be taken should be clearly explained.

Notice May 2/2010 TO ALL EMPLOYEES There will be meeting of all employees on Wednesday May 5,2010 to discuss the implementation of new time sheet. Please come to the Main hall at 2:30 hrs. The meeting will last for approximately one hour. Sisay Kefile General Director

Figure 2. Example of Notice

- ***Memorandum* (memo)**

is a more formal way of passing information from one person to another, or from one department to another within the same organization. Most of the time instruction can be communicated by memo. The memo forms are usually small and expected to be brief and simple. Large organizations usually have their own printed memo paper to use.

A memo is similar in many ways to a letter. It is, however, less formal than a normal business letter as the people involved usually know each other.

Office Memorandum

TO : Dbebe Mulugeta

FROM: Sisay Kefile

SUBJECT : DATE PAINTING OF OFFICE

I am writing to advice you that Seble Painting Co. will paint your office this weekend.

Make sure that your office should be ready before the

Fig 3. Example of Office Memo

- ***Circular***

is a detailed document providing information, instructions, or order on specific matter. It has a number, date and reference and signature of the authorized body. It is generally issued by government body like ministerial councils, Professional association etc.

- ***Report***

is a document prepared by individual or group of persons who are entrusted with the task of collecting information, facts or data on a given subject. It requires careful collection of data, presentation of the findings and conclusion or recommendation. It can be one or more pages depending on the contents of the report.

Typical structure of report

Most reports will contain the following.

- The Title
- The introduction – stating what the report is all about
- The main body – Where all the relevant information is set out, sub-divided into paragraphs as necessary. Make sure you proceed in logical way. Leading the reader from one point to the next.
- Conclusion and any recommendation – giving a definite reason for both.
- Acknowledgements – if someone has helped you with your report, then it is polite to mention their name at the end.

- ***Minutes***

are the written records of decisions taken at formal meetings. It is important to keep a detailed and accurate record of what was said and by whom. Minutes are legal documents and every member has the right to see and ask for a certified copy.

The form of the record holds:

A. Who was present at the meeting
B. Who was invited but did not come
C. When and where the meeting was held

D. Date, time and pace of meeting
E. What was agreed
F. What action taken and when

The minutes of meetings between the team members and people from outside the team are generally more formal. They will contain all the above and:

- ✓ Can have number of paragraphs and subsections for future reference
- ✓ Make limited use of name
- ✓ Use short sentences which record the core of what was said, who said it and what was decided.

For every meeting there should be one chair –person or co-coordinator that can facilitate and co-ordinate the meeting.

The chair person needs to be able to:

- summarize
- question
- encourage
- co-ordinate what is going on in the meeting
- put people at ease, listen, set standards and resolve conflict.

Participants of the meeting should have the following qualities to be effective:

- Speak clearly and concisely
- Listen actively
- Negotiate and compromise
- Cope with stress yet avoid destructive conflict
- Demonstrate independent judgment
- Be creative and innovative and
- Carry out tasks and assignments resulting from the meeting with thoroughness and vigor.

✓ ***Email***

Somewhere between verbal and written communication

Easy for the recipient to misinterpret the message

Three Simple Guidelines for More Effective Email are:

- ✓ Write precisely,
- ✓ Format intelligently and
- ✓ Follow through.

3.1.2 Oral Communication

It is the chief means of conveying message. Speeches, formal one-on –one and group discussions, the informal rumor or grapevine are popular forms of oral communication. Oral Communication's advantages

Self-Check 3	Written Test

vide a better opportunity for feedback
- ✓ It takes less time
- ✓ Depends on voice, tone, gesture and expression

3.1.3 Nonverbal Communication

People communicate in many different ways. What a person says can be reinforced (or contradicted) by nonverbal communication, such as **facial expressions** and **body gestures**. Nonverbal communication is expected to support the verbal, but it does not always do so. Clearly, nonverbal communication may support or contradict verbal communication, giving rise to the saying that actions often speak louder than words.

Name: ___________________________ Date: ________________

Directions: Answer all the questions listed below.

1. Written records of decisions taken at formal meetings.
   a. report b. minutes c. circular d. memo
2. Prepared by individual or group of persons who are entrusted with the task of collecting information, facts or data on a given subject.
   a. report b. minutes c. circular d. memo
3. Detailed document providing information, instructions, or order on specific matter.
   a. report b. minutes c. circular d. memo
4. Formal way of passing information from one person to another, or from one department to another within the same organization.

a. letter b. minutes c. circular d. memo

Operation Sheet 4	How to Prepare A Business Letter

5

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Most used form of written communication and mostly used for external communication.

a. report b. minutes c. letter d. memo

6. What are the contents of a report. (5 pts)

____
____
____
____

7. What are the advantages of oral communication. (3 pts)

____
____
____

8. Give to examples of non verbal communication. (2 pts)

____

Note: **Satisfactory rating -15 points** **Unsatisfactory - below 15 points**

You can ask you teacher for the copy of the correct answers

PURPOSE:

To write a business letter.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

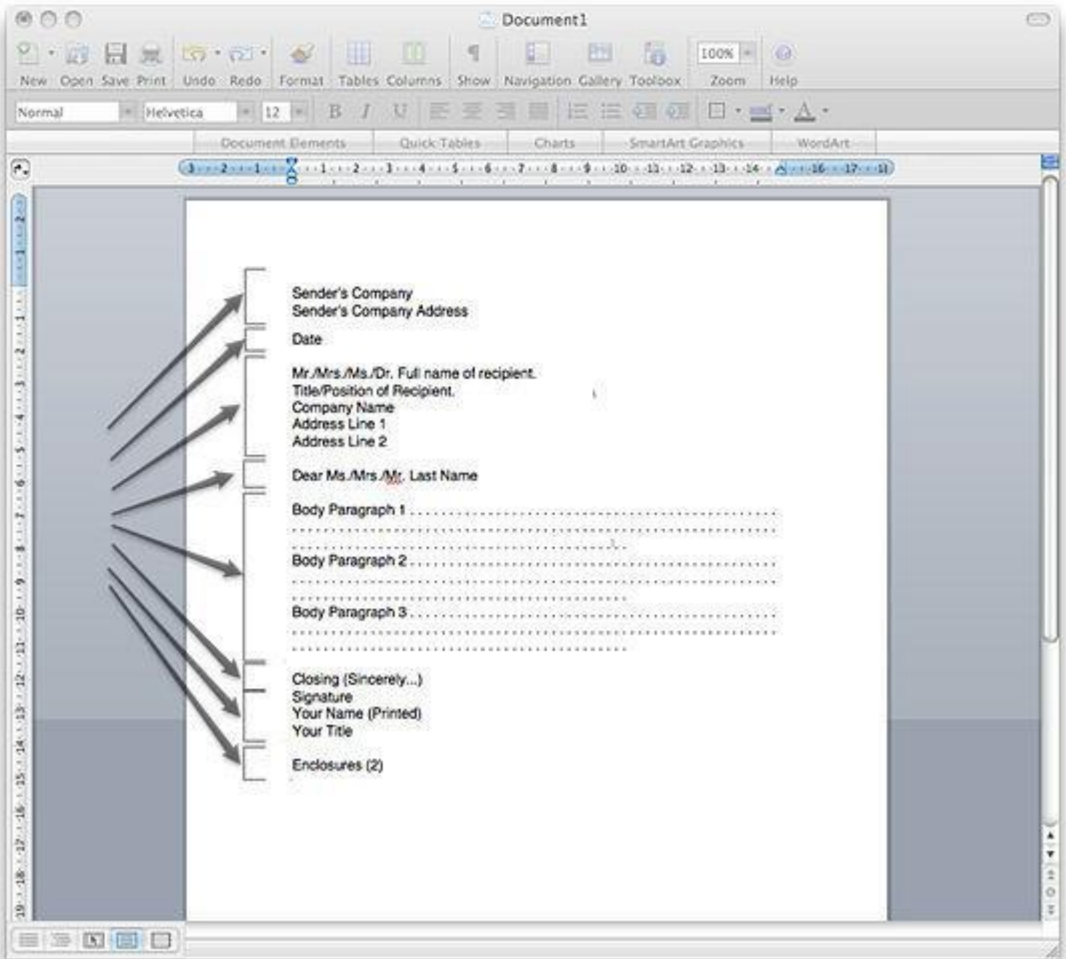
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, computer with Microsoft Office

PROCEDURE:

1. Know the format. Whatever the content of your letter, visually it should resemble the picture below. Note that business letters are composed in common fonts such as Arial or Times New Roman, and that they are justified to the left. Most employ block paragraphing - i.e., to start a new paragraph, hit "return" twice and don't use an indent.

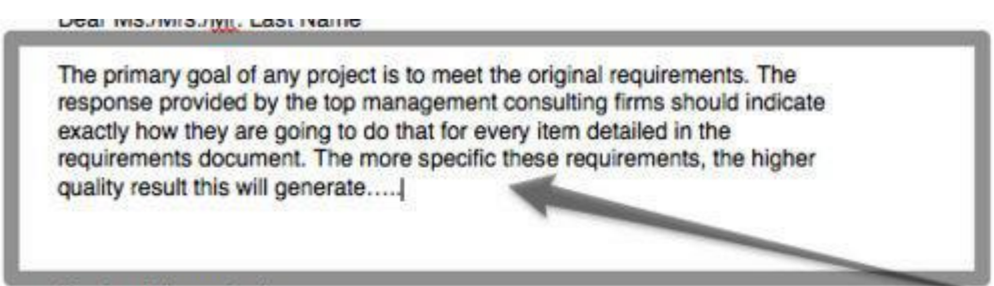


a. **Letterhead**. Include the sender's company and the company address; if you're self-employed or an independent contractor, add your name either in place of the company name or on top of it. If your company has pre-designed letterhead, use this; otherwise, simply typing the information at the top of a blank sheet will suffice.
b. **Date**. Writing out the full date is the more professional choice - either "April 1, 2012" or "1 April 2012."
c. **Recipient**. Write out the recipient's full name, title (if applicable), company name, and address in that order. If necessary, include a reference number.
d. **Salutation**. The salutation is an important indicator of respect, and which one you use will depend on whether you know who you are writing to, how well you know them and the level of formality in your relationship. Employ "To Whom It May Concern" *only* if you don't know whom, specifically, you're addressing. If you're

writing to a single-gender group, use "Dear Sirs/Madams"; if the group is mixed-gender, use "Dear Sir(s) and Madam(s)," keeping or discarding the "s" based on the number of sirs or madams. If you do not know the recipient well, "Dear Sir/Madam" is a safe choice; you may also use the recipient's title and last name, e.g. "Dear Dr. Kebede." If you know the recipient well and enjoy an informal relationship with him or her, you may consider a first-name address, e.g. "Dear W/ro Meseret." If you are unsure of the recipient's gender, simply type the whole name, e.g. "Dear Ato Befikadu." Don't forget a comma after a salutation or a colon after “To Whom It May Concern.”

e. **Body paragraphs**. These will be discussed further in later steps.
f. **Closing**. The closing, like the salutation, is an indicator of respect and formality. "Yours sincerely" or "Sincerely" is generally a safe bet; also consider "Cordially," "Respectfully," "Regards" and "Yours Truly." Slightly less formal but still professional closings include "All the best,” “Best wishes," "Warm regards," and "Thank you." Use a comma after your closing.
g. **Signature**. Leave about four lines empty for your signature. Sign the letter after you've printed it or, if you're sending it via email, scan an image of your signature and affix it to this part of the letter. Blue or black ink is preferred.
h. **Name and contact information**. Beneath your signature, type your name, phone number, email address and any other applicable means of contact. Give each piece of information its own line.
i. **Enclosures**. If you've enclosed additional documents for the recipients review, note this a few lines beneath your contact info by noting the number and type of documents, e.g. "Enclosures (2): resume, brochure."

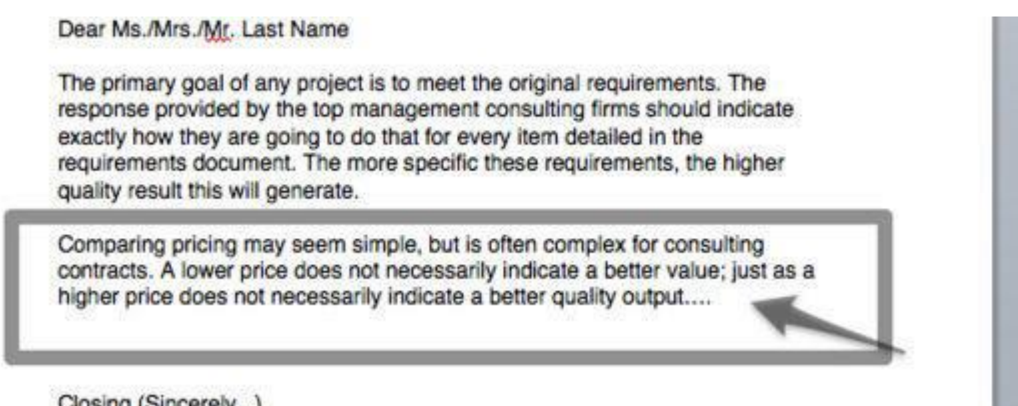
2. **Strike the right tone**. Time is money, as the saying goes, and most businesspeople hate to waste time. The tone of your letter, therefore, should be brief and professional. Make your letter a quick read by diving straight into the matter and keeping your comments brief in the first paragraph. For instance, you can always start with "I am writing you regarding..." and go from there. Don't concern yourself with flowery transitions, big words, or lengthy, meandering sentences - your intent should be to communicate what needs to be said as quickly and cleanly as possible. To tighten your copy, avoid passive verbs and try not to editorialize. When writing the body of your letter, consider the "7 C's


Dear Ms./Mrs./Mr. Last Name

The primary goal of any project is to meet the original requirements. The response provided by the top management consulting firms should indicate exactly how they are going to do that for every item detailed in the requirements document. The more specific these requirements, the higher quality result this will generate.....

- Be **clear:** Let your reader know exactly what you are trying to say. Your reader will only respond quickly if your meaning is crystal clear. In particular, if there is some result or action you want taken because of your letter, state what it is.
- Be **conversational:** Letters are written by people to people. Avoid form letters if possible - you cannot build a relationship with canned impersonal letters. However, stay away from colloquial language or slang such as "you know," "I mean" or "wanna". Keep the tone businesslike, but be friendly and helpful.
- Be **courteous:** Even if you are writing with a complaint or concern, you can be courteous. Consider the recipient's position and offer to do whatever you can, within reason, to be accommodating and helpful.
- Be **concise** and to the point: When writing a business letter, explain your position in as few words as possible.
- Be **correct.** Take the time to make sure you have the facts straight before putting them in writing. Check your spelling and grammar, too, or have someone check them for you.
- Be **convincing.** Most likely the purpose of your letter is to persuade your reader to do something: change their mind, correct a problem, send money or take action. Make your case.
- Be **complete.** Don't omit necessary information.

3. Wrap it up. In the last paragraph, summarize your points and clearly outline either your planned course of action or what you expect from the recipient. Note that the recipient may contact you with questions or concerns, and say thank you for his or her attention to the letter/matter at hand.

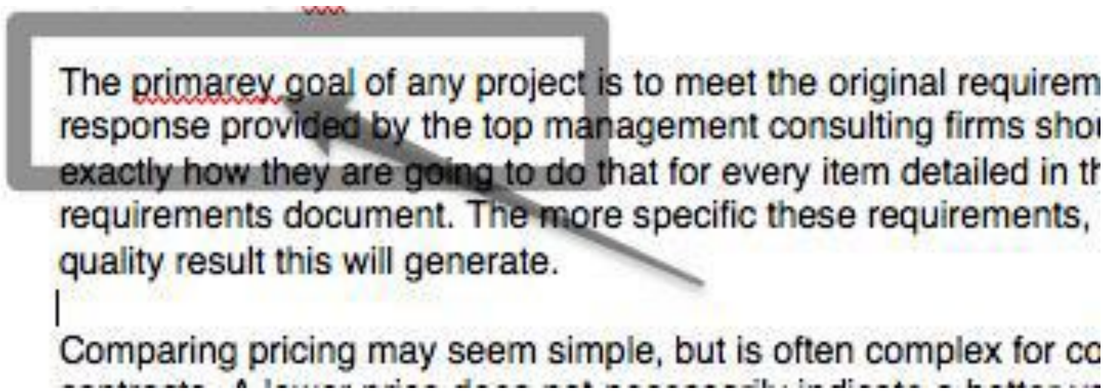

Dear Ms./Mrs./Mr. Last Name

The primary goal of any project is to meet the original requirements. The response provided by the top management consulting firms should indicate exactly how they are going to do that for every item detailed in the requirements document. The more specific these requirements, the higher quality result this will generate.

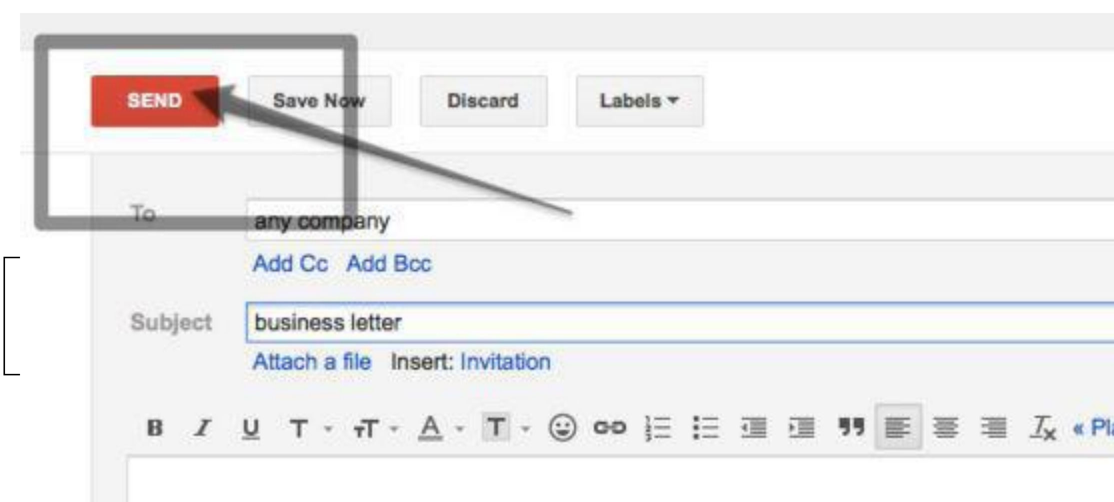
Comparing pricing may seem simple, but is often complex for consulting contracts. A lower price does not necessarily indicate a better value; just as a higher price does not necessarily indicate a better quality output....

Closing (Sincerely...)

4. Check the spelling and grammar. Presentation is a key element of being professional. Make sure that the recipient will easily be able to see you as capable and in charge by editing your letter for errors. Run spell check on your word processor, but also give the letter a thorough read before you send it.



5. Post the letter. Send the email or, if you're sending the letter via post, find a clean envelope. (If available, use one with the company logo printed on it.) Neatly print your return address and the recipient's address. If you feel like your handwriting is messy and doesn't match your professional persona, type the addresses in your word processor next run the envelope through your printer. Fold the letter into thirds, such that you unfold the top flap, then the bottom flap. Make sure you affix sufficient postage, and send it off.



PRECAUTIONS:

- Avoid unnecessary activities.
- Check the connections of the computer
- Don't employ too much flattery.
- Don't be too blunt and forceful in your tone.

QUALITY CRITERIA:

- ✓ Clear and legible information
- ✓ Correct format

Information Sheet-4	line of communication network

4. Line of communication network

In an organization, there are a number of channels or paths connecting various positions for the purposes of communication. The sum-total of these channels is referred to as communication network or line of communication.

There are two types of channels namely;

- Formal and
- Informal

4.1 Formal Communication

The formal channel is deliberately created path for flow of communication among the various positions in the organization.

In the formal communication channel:

- The information flows smoothly, accurately and timely
- Filtering of information to various points is possible.

Communication network may again be designed on the basis of single or multiple channels. A single channel communication network prescribes only one path of communication for any particular position and all communications in that position would have necessarily to flow through that path only. This is superior-subordinate authority relationships and its implication is that all communications to and from a position should flow through the line of superior or subordinate only.

- **Advantages of single channel of communication:**
  - ✓ it does allow for flow of essential information
  - ✓ it can reduce channels of miscommunication
  - ✓ provides for closeness of contact
  - ✓ Fixation of responsibility in respect of activities carried out by a person in
  - ✓ the organization.

- **Limitations of single channel of communication:**
  - ✓ bottlenecks in the flow

✓ enhancing organizational distance
✓ greater possibilities of transmission errors

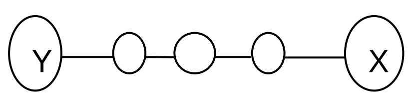
Multiple channels provide a number of communicating channels linking one position with various other positions.

4.2 Informal Communication or Grapevine

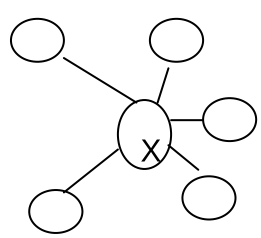
Informal communication is the method by which people carry on social, non-programmed activities within the formal organization. It exists outside the official network, though continuously interacting with it. This informal channel is generally multiple in natures: same person having social relationships with a number of people working in the same organization. The informal channel of communication, also known as grapevine, is the result of the operation of social forces at work place.

4.2.1Types of Grapevine

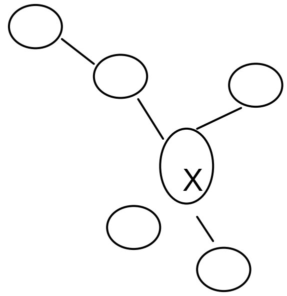
- Single strand network -the individual communicates with other individuals' through intervening persons.



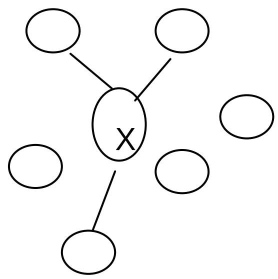
- gossip network- the individual communicates non-selectively



- probability network -the individual communicates randomly with other individuals according to the law of probability



- cluster network the -individual communicates with only those individuals whom he trusts



4.2.2 Communicating With Your Supervisor

The way in which supervisors communicate with their employees has as much to do with their unique personality as their managerial style. For example, you may have a supervisor who is stern and direct, telling you what to do and how to do it - clearly communicating expectations. Or, you may have a "hands-off" supervisor who will give you an idea of what to do with no clear distinction on how to go about doing it. You may work best with a certain type of supervisor, but learning to communicate effectively with your supervisor is crucial to your workplace success - whatever their managerial style happens to be.

a. Accepting Instruction from Your Supervisor

A supervisor's primary function is to **direct** and **instruct** their employees.

- **When accepting instruction from our supervisor:**
  - ✓ Keep a positive attitude. Remember, it's their job to tell you what to do.
  - ✓ Take notes if necessary.
  - ✓ Ask probing questions when they are through with their explanation.
  - ✓ Ask for resources such as manuals, other people, and web sites. They might know of such resources but neglect to mention them.
  - ✓ If your questions are met with unclear answers and explanations, don't panic.

Your researching skills will help you get the job done. If appropriate, use your coworkers as resources. Expect a little trial and error with each new job and task.

- **Following Written Instructions**
  - ✓ Read through all the instructions or steps before beginning the task. This will give a clear picture of what the whole tasks involves
  - ✓ If diagrams are provided take the time to look at them carefully. As you work through the task check the diagrams to make sure that your work matches the example given.
  - ✓ If you are not sure of the meaning of any words or terms take the time to find out the correct meaning. Ask your workplace supervisor
  - ✓ if you guess correctly you may find that you cannot complete the task or that the finished task is not done properly.
  - ✓ Avoid the temptation to try to complete the task before reading all the instructions.

Although the job may take a little longer, it will save time in the long run as you may avoid mistakes.

- **Following Spoken Instructions**
  - ✓ When following spoken instructions, it is absolutely essential that you listen.
  - ✓ Ask questions if you are uncertain about particular steps.
  - ✓ Be sure that you understand all the words or terms being used.
  - ✓ If you are receiving instructions over the telephone, always write down the information accurately.
  - ✓ Repeat the instructions back to the instructor to be sure that you have fully understood all the details.
  - ✓ It often helps if you can complete the task once with the instructor (supervisor).

This will give you a chance to ask questions and check other things as you work through the job.

- **Explaining a problem to your supervisor**

It can be difficult to explain a problem to your supervisor without displaying angry, confrontational, whiny, or desperate behavior. Displaying such behavior will only undermine your supervisor's willingness to listen to your problem.

- **When explaining a problem to your supervisor:**
    - ✓ Ask your supervisor (when they are alone or via email) if they have some time to talk. Don't specify what it's in regards to. Estimate the amount of time you'll need.
    - ✓ State the problem calmly and clearly.
    - ✓ Make a request.
    - ✓ Get feedback.
    - ✓ Consider the next step.
    - ✓ Follow up.

C.Asking for Help from a Coworker

Let's say you're working on a particular project and your supervisor has mentioned a coworker who may be able to help you. Or, you're having some trouble with a project and know of a coworker who has some expertise in that area.

- **When asking for help from a coworker:**
    - ✓ Assume that they are busy people with their own tasks.
    - ✓ Ask them if they have time to talk about something you're working on.
    - ✓ Don't ask for much time - 15 minutes maximum.
    - ✓ Mention what you're working on and any problems or questions you might have.
    - ✓ Be specific in your request for help. Don't ask for too much.
    - ✓ Don't expect them to do your job for you.
    - ✓ If they resist, be courteous and thank them for their help.

Self-Check 4	Written Test

expertise on a project, bring them a small gift such as an office plant, treat them to coffee, etc.

- ✓ Thank them again at a later time when they don't expect it.
- ✓ Positive communication fosters strong workplace friendships and mentoring relationships.

Name: __________________________ Date: ________________

I. *DIRECTIONS:* Answer all the questions listed below.

1. What are the two (2) types of communication channels? (2 pts)

2. What are the advantages of single channel of communication? (4 pts)

3. What are the four (4) types of informal communication? (4 pts)

II. *TRUE or FALSE*: Write **AWE** if the statement is true and **AYE** if the statement is false. Then **BOX** the word/s that makes the statement wrong.

_____ 1. It is the primary function of the supervisor to give instruction to his employees.
_____ 2. Taking notes while the boss is giving instructions will help to accomplish the given task.
_____ 3. Non verbal communication, such as frowning and making faces, while the supervisor is giving instruction is an advantage.
_____ 4. Asking questions to your supervisor will make you look ignorant.
_____ 5. Before completing the written task, it is better to read all the instructions first.
_____ 6. Repeating instructions back to the instructor will create annoyance.
_____ 7. Being polite and courteous while explaining a problem to your supervisor will poster good result.
_____ 8. In asking help from a coworker, always think that they also have their own job.

_____ 9. Appreciate the help of your coworkers by thanking them or by giving small gifts.

Operation Sheet 5	Receiving and Following Instructions

__10. Expect that your coworker will do your job for you.

Note: **Satisfactory rating -20 points** **Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

PURPOSE:

To demonstrate the proper communication to supervisor and colleague .

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, props for the role play

PROCEDURE:

1. Make a small group.
2. Work on a role play that demonstrate on how to receive spoken instructions, written instructions and asking help from a coworker.
3. Present your role play in the class.

PRECAUTIONS:

Avoid unnecessary activities.

QUALITY CRITERIA:

- ü Demonstrate the proper attitude in receiving and following instructions
- ü Show politeness and courtesy

5. Location and Storage of Information

We need to use all kinds of information at work, and when it is not being communicated from one person to another, it may need to be stored in a place from which it can easily be retrieved.

Why We Need To Store Information?

We need to store information in order for it to be readily available when required. If important documents are lost, time is wasted in searching them. If they cannot be found, communication breaks down and a chain of serious problems can result. In the business world this means that information needs to be put in some sort of storage system where it can be located and retrieved easily.

- **Decide How to Store**

There are three main ways of storing information, using:

- ✓ A manual filing system
- ✓ A microfilm filing system
- ✓ An electronic or computerized system.

Whichever way is chosen, the main aims should be:

- ✓ to keep the system as simple as possible, so that everyone can use it
- ✓ to file regularly so that files are kept up to date, and
- ✓ to protect documents from damage.

When deciding which system to use, keep the following in mind:

- ✓ The system must be quick and simple to operate.
- ✓ The files should be easily accessible
- ✓ The system should be suitable for the type of business documents to be
- ✓ placed in it.
- ✓ The system should be capable of expansion.
- ✓ The system should be capable of safeguarding documents, including

confidential information.

5.1 Manual Filing System

A manual filing system means one in which papers is stored by hand in filing cabinets, in folders, on shelves, in box files, lever arch files *etc.*

- **Filing System**

With a **centralized filing system**, all the files for the whole organization are stored in one place, which is usually manned by specialized staff.

- **Advantages of a centralized system.**

- ✓ All the files are kept together.
- ✓ Specialized staff is likely to be more efficient.
- ✓ A standardized system will be used throughout.
- ✓ Duplication of filing equipment is reduced.
- ✓ Documents are accessible to all departments all the time.

With a **departmentalized filing system**, each department has its own files which everyone in that department has access to.

- **Advantages of a departmental system**
  - ✓ The files are more readily available to each department.
  - ✓ Different filing systems can be adapted for different departments.
  - ✓ More suitable for confidential files.
  - ✓ A smaller system can be easier to operate.
  - ✓ Departmental staffs, who know their department well, will be expert at filing their own papers.

Once the decision has been taken on where to locate the files, the actual equipment to be used is the next point to consider.

- **Methods of Manual Filing**

The **vertical method** is the most popular way of filing. The files are suspended in an upright position in drawers of metal filing cabinets. The contents of the files are listed on strips which are placed on the top edge of each file. The documents are kept clean and dust-free and are easily accessible. Filing cabinets, although expensive to buy and equip, last for many years and are very easy to use.

Care should be taken when opening the drawers of filing cabinets. If you pull open a fully loaded top drawer too suddenly, or open more than one drawer at a time, there is a chance that the cabinet will tip over.

With **lateral filing** the files are suspended from rails in horizontal rows on racks or shelves, rather like books on a bookshelf. Where space is limited lateral filing is a good idea, as there are no filing drawers to open and the shelves or racks can be built right up to the ceiling if necessary.

One of the main disadvantages of this system, however, is that usually the files are not protected from dust and dirt and high shelves can pose problems for the staff involved in getting the files down.

- **Alphabetical or numerical filing**

The final decision to make is whether to file the documents in alphabetical order, by number, or maybe a combination of both.

The alphabetical system is quick and simple to operate. All staff, including temporary workers, can quickly learn what to do. Files should be placed in correct alphabetical order according to organization name or, if there is not an organization name, the individual name. Occasionally, for instance in a planning office, files may be placed alphabetically according to road, town or county, or they may be grouped by subject, *eg* static caravans, trousers, motor homes, and tents.

Examples of alphabetical order

Private names
Admasu
Balcha
Dadi

Geographical
Addis Ababa
Dire Dawa
Hawassa

Company names
Auto Motors Ltd
General Motors
Red Lion Hotel
Z Furnishers

Subject
Advertising
Personnel

- **Numerical filing**

With numerical order, each name, document or folder is given a number and they are then placed in consecutive number order. Often this system incorporates an index where an alphabetical list is kept too in case the number of the required file is not known.

The numerical system is easily capable of expansion as numbers can go on forever, but it can be more complicated to operate than the alphabetical system, particularly if a separate index is used.

- **Effective Filing**

There are then a few basic tips to remember for successful filing:

- ✓ Make sure that the documents have been released for filing.
- ✓ Sort and group the documents before starting to file
- ✓ Place the documents carefully in the file so that they do not crease or
- ✓ become tatty.
- ✓ Ensure that the correct documents are placed in the correct file.
- ✓ Never attach paper clips to documents being placed in a file as these clips
- ✓ can become loose or tangled up with other documents. Staple papers
- ✓ together if necessary.
- ✓ It is best to arrange the documents within a file in date order, so that the most recent is on top, but check first to make sure this is correct policy.
- ✓ 'Thin out' bulky files from time to time, but only when you have authority to do so.
- ✓ Lock the filing cabinets if you are asked to do so.
- ✓ File daily so that the system is always up to date.

5.2 Using Microfilm and Electronic Filing System

- **Microfilming**

Microfilming is the filing of documents that have been photographed, developed on film in greatly reduced size and printed on plastic strips or cards. An A4 sheet of information can be reduced to a tiny size. If the document needs to be read, a viewfinder is used to enlarge the image on the screen. If a hard copy (paper copy) is required, the enlarged image can be reproduced.

- **Electronic filing**

Electronic systems of filing, such as word processors and computers, enable documents to be filed on a computer storage medium. There are many ways of storing information on computers; technology is advancing all the time.

Common ways of storing documents on microcomputers include the use of floppy, hard disks and flash disks. A floppy disk and flash disk are portable; in other words, they are removed from the machine, and have to be inserted to call up files on it. The hard disk is the computer's built in storage facility; files on the hard disk can be accessed at any time

Locating and Presenting Information

In any organization, information needs to be found (accessed) every working day. The filing system is the place to begin your search for information.

- When removing a file from a manual filing system, make sure you always fill in an absent card. On this card you should record the date taken, the file number or name, and your name.
- When you return the file you should fill in the date returned. That way, if someone else needs the file in a hurry they will know who to come to.
- Always be careful when handling files.
- Do not change the order of the documents, unless they were incorrectly filed in the first place.
- Take care not to drop anything out of files. Return files as promptly as possible.
- If you are obtaining a file for someone else and you think it could be needed elsewhere, or the person concerned is not very careful with papers, then, with that person's approval,

.

Self-Check 5	Written Test

Name: ____________________________ Date: ________________

I. *DIRECTIONS:* Answer all the questions listed below.

1. Why is it necessary to store information? (2 pts)

2. What are the three (3) aims of storing information? (3 pts)

3. Differentiate the three ways of storing information. (6 pts)

4. Compare and contrast the centralized and departmental systems of filing. (4 pts)

5. Compare and contrast vertical and lateral manual filing systems. (4 pts)

6. Give at least six (6) points to consider in locating and presenting files. (6 pts)

Operation Sheet 5	How To File Folders Alphabetically

You can ask you teacher for the copy of the correct answers.

PURPOSE:

To file folders alphabetically .

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, Alphabetic separator, file folders, pen/marker

PROCEDURE:

1. Insert alphabetic separators into your file drawer. These separators are generally large file folder holders with a tab that sticks up on top of the folder. Each tab will have a letter of the alphabet on it, indicating which file should be stored within its space.

2. Separate out your folders into piles. Each pile should be for one letter of the alphabet. All the files beginning with the letter "A" should be in the first pile, and so on.

3. Organize the "A" pile in alphabetical order. Begin with the second letter in the file name. Place the "Aa" files first, then the "Ab" files, then the "Ac" files and continue on in this manner. If there is more than one file with a two-letter designation, put them in order according to the third letter in the name.

4. Place all of the "A" files into the "A" file holder in the file drawer. Do the same with all of the other letters of the alphabet and their corresponding files.

5. Add any new files in the correct place in each file holder. Do not simply place new "B" files in the front in the "B" holder. Search through the file in order to find the correct place in the collection of files to store the new file.

PRECAUTIONS:

Make sure to mark each file folder using the same system. All patients must have last name and first name, or all house listings filed by street name, for example, are good ways to mark each file.

QUALITY CRITERIA:

- ✓ Demonstrate the proper attitude in receiving and following instructions
- ✓ Show politeness and courtesy

PURPOSE:

To create a filing system for an office/bureau.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

Documents to be filed, Alphabetic separator, file folders, pen/marker, drawer, index cards

PROCEDURE:

1**.** Create a list of categories for your files. Categories can include:
Bills
Receipts
Invoices
Client information
Legal documents
Now, sort through all paperwork and sort by your categories.
2. Use the categories you created to start filing paperwork. Label file folders with the appropriate category names. Label drawers in your filing cabinet with the category name so files can be easily located.
3. Create an indexing system instead of using category names. Indexes can be numbered or alphabetical depending on the type of paperwork you have. Seasonal, monthly, or quarterly indexes can be created as well.
4. Place files in folders (by date or alphabetical order if necessary) and add new files to your filing system daily to avoid misplacing important documents.
5. Clean out files twice a year and remove files that are no longer needed. Store old files in another area to avoid confusion.

PRECAUTIONS:

Maintain your filing system so all important paperwork can be found at any time

QUALITY CRITERIA:

- ✓ Documents are properly filed according to their categories.
- ✓ Neat and organized filing system.

LAP Test _	Practical Demonstration

Name: ______________________________ Date: ______________________

Time started: _________________________ Time finished: _________________

Instructions:

You are required to perform the following:

1. Assume that you are assigned by your boss through e-mail to conduct a survey of the roads in a remote woreda, but the details of the job were not clearly given .
   a. Make a list of questions that you would like to ask from your boss about the details of the job.
   b. Prepare a letter of request to the Carpool Manager for a car service.

2. Create a filing system for your office documents.

3. Request your teacher for evaluation and feedback

INDUSTRIAL ELECTRICAL MACHIN DRIVE TECHNOLOGY

Level-II

Based on May 2011 Occupational Standards

October, 2019

Module Title: Participating in Workplace Communication

TTLM Code: EEL EMD2TTLM 1019

This module includes the following Learning Guides

LG1: Obtain and convey workplace information

LG Code: EELEMD2M01LO1LG01

LG2. Participate in workplace meetings and discussions
LG Code: EEL EMD2 M01LO2LG02

Instruction Sheet	LG1: Obtain and convey workplace information

This learning guide is developed to provide you the necessary information regarding the
following content coverage and topics –

- Accessing Information from Source
- Listening and Speaking for Gather and Convey Information
- Media of Communication
- Communication with Supervisor and Colleagues
- Define Workplace Procedures for the Location and Storage of Information

This guide will also assist you to attain the learning outcome stated in the cover page.
Specifically, upon completion of this Learning Guide, you will be able to –

- Access specific and relevant information from appropriate source.
- Effective questioning , active listening and speaking skills are used to gather and onvey information
- Use appropriate medium to transfer information and ideas.
- Use appropriate non- verbal communication
- Identify and follow appropriate lines of communication with supervisors and colleagues.
- Use defined workplace procedures for the location and storage of information.
- Carry out personal interaction clearly and concisely

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet __”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
3. Accomplish the “Self-check” in page __.

Information Sheet-1	Safety requirements of equipment/tool

1. Types of Information Sources

Knowing what type of source you need will also help you find the correct source.

- **Primary**

Primary sources are firsthand accounts, those created at the time of an event by the people who directly witnessed or where involved. Photographs, letters, diaries, speeches, autobiographies and daily newspaper articles are all examples of primary sources. The advantage of using primary sources is that you get your information straight from the source. You don't have worry about misinterpretation and/or researcher bias. Primary sources can be found everywhere, even the Web -- just check to make sure the information is real. Also, keep in mind that primary sources are subject to bias just like any other source. It's very possible to have two primary sources regarding the same event that are completely different from each other.

Example: The Diary of Anne Frank

- **Secondary**

Secondary sources are those created after the event by people who weren't directly involved. This includes books and journals written by scholars as well as reference books. Secondary sources may include photographs or other primary sources and can often offer insight and research into the original event.

Example:A biography of Anne Frank written by a current scholar.

- **Tertiary**

Tertiary sources are sources that distill information from other sources. They are usually reference materials and can contain both primary and secondary sources. Tertiary sources can include: abstracts, almanacs, bibliographies, chronologies, dictionaries, encyclopedias, directories, factbooks, guidebooks, indexes, manuals, and textbooks.

Example: An index that contains a listing of articles about Anne Frank.

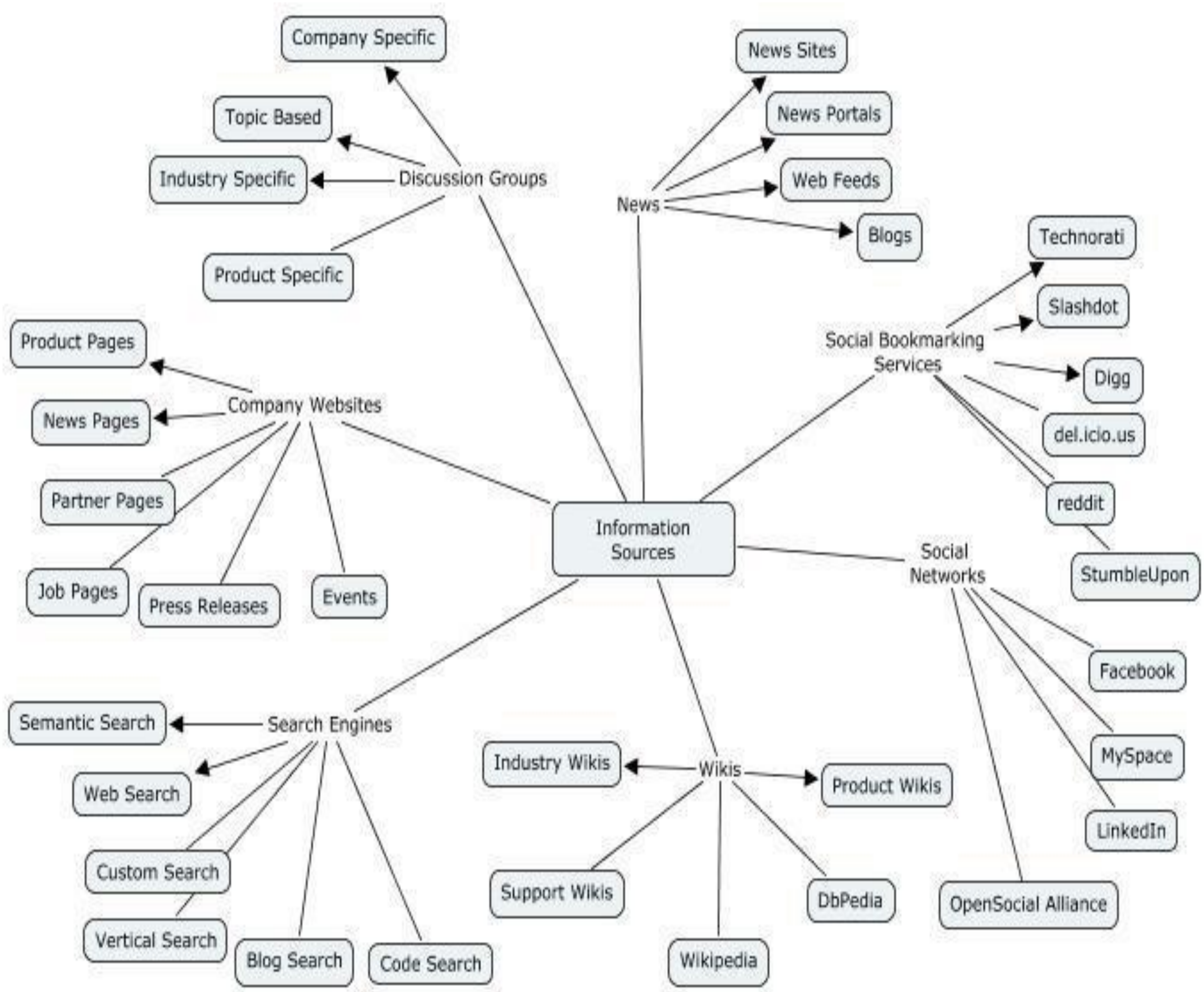
1.1 Written Information Sources

In the workplace, written information can take the form of:

- letters
- memos
- informal notes
- faxes
- emails
- text messages

- workplace signs
- instruction manuals

In this new age of technology, the main source of information is the internet. The illustration below shows the different information sources.



Self-Check 1	Written Test

Name: ___________________________ Date: ________________

Directions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers.

3. What are the three types of information sources? (3 pts)

4. Give at least five (5) examples of written information sources in the workplace. (5 pts)

3. What are the information sources using the web? (7 pts)

Note: **Satisfactory rating -15 points** **Unsatisfactory - below 15**

Information Sheet-2	Listening and Speaking to Gather and Convey Information

You can ask you teacher for the copy of the correct answers

2. How to Speak and Listen

Speaking and listing skills are essential for effective communication at work place.

2.1 speaking skills

Qualities to become good speaker:

- **Keep it simple**: Whatever you are speaking about, you need to be able to express your ideas, thoughts and feelings in a manner that can be understand easily. The key principles are as follows to keep it simple:
  - ✓ Organize your information and keep the language simple
  - ✓ Avoid using complicated words or try to impress by using long words unless absolutely necessary
- **Being Accurate:** Accuracy of information is absolutely important. The following points have to be considered:
  - ✓ Be sure of your facts
  - ✓ Choose the right words to express your facts
  - ✓ Never quote something that could be challenged
- **Behaving normally:**Normal Behavior characters are;
  - ✓ Whenever speaking to others, never try to put an act.
  - ✓ Be yourself.
  - ✓ Speak as you normally speak.
  - ✓ Behave in way that feels comfortable to you.
- **Managing your appearance;** good appearance is important to speak confidently about yourself. Dirty shirts and greasy cloths may put wrong impression about you.
- **Managing your voices;**In managing your voices some important points to be followed:
  - ✓ Manage your voices, your accents and avoid repetitive phrases.
  - ✓ Never speak to fast, speak slowly and clearly
  - ✓ Take plenty of pause

- ✓ Use volume that is audible to all
- ✓ Vary the tone of your voices

To communicate with people effectively you need to:

- ✓ make sure it is not too noisy to hear
- ✓ what is being said
- ✓ sit or stand so that you directly face
- ✓ the person who you are talking or
- ✓ listening to
- ✓ maintain eye contact
- ✓ use polite opening and closing
- ✓ greetings
- ✓ speak clearly and at a medium
- ✓ pace
- ✓ speak in an open and neutral tone
- ✓ be straight forward and to the point
- ✓ keep the message simple
- ✓ be patient
- ✓ show interest
- ✓ use the words that the people you are talking to can understand
- ✓ listen carefully to the conversation so that you get the right message

2.2 Listening to others

Listening is an art and many of us are far too impatient to get on with our lives to listen
properly to what others have to say. Most people think that the words "hearing "and
listening mean the same thing, but they do not. Hearing and listening are quite different.
Hearing is an automatic, reflex-like response to sounds. While listening is an action that
is chosen, deliberate and needs focusing on what said. So listening is important and a
core competence in the process of communication. Without it difficult to have any sort of
relationship.

- **In the workplace, effective listening helps you to:**

  - ✓ understand instructions clearly
  - ✓ learn from others
  - ✓ convey clear messages
  - ✓ promote good listening in others (if you are prepared to listen to others, they will

- ✓ be prepared to listen to you)
- ✓ offer ideas and take part in discussions
- ✓ co-operate with others and work well in a team
- ✓ understand the ideas and suggestions of others
- ✓ respond in an appropriate manner

- **Interference with Effective Listening**

Noise - it is very hard to listen in a noisy environment.

Temperature - if you are feeling uncomfortably hot it is hard to concentrate on listening.

Closeness - when a speaker is too close to you, your mind may be on the invasion of your space rather than what is being said.

Time - When people are tired or hurried they are less able to fully concentrate on what is being said

Impatience - if you are feeling impatient and want to get away to do other things your mind will not be concentrating on the speaker.

Distractions - any type of distraction whether it be something going on outside, work or personal worries tends to stop you from paying full attention to what a speaker says.

Attitude - if you do not like a speaker or do not like what they are saying you may quickly tune out.

Lack of interest - when you are not interested in a topic it is difficult to pay full attention.

Personal Perception - often people think they *already know* what is about to be said and so they don't bother to listen.

- **To become a good listener have in mind following points.**

- ✓ Be interested in what is being said.
- ✓ Take notes so that you will not forget what was said.
- ✓ Do not interrupt until the speaker takes a considerable pause or invite you do so.
- ✓ Help the speaker along by giving the occupational nod or smile.
- ✓ Do not pre-judge. Give the speaker a chance even if you are sure you will not agree with his or her views.

- ✓ Try not to let your mind wander, even if the subject is boring and the speaker has a really unexciting voice.
- ✓ Never fall asleep. It is not only extremely bad manner; it also means you will not remember very much of what was said.

2.3 Asking questions

Whether you are speaking yourself or listening to others, asking questions forms an
important part of communication process. By asking relevant questions you can extract a
good deal of information.

At work we need to ask questions for many reasons like:

- ✓ we need to find out what to do
- ✓ we need to get information
- ✓ we need to check that we have understood correctly

- **Questions Type**

Questions can be either **open** or **closed**. In open ended question you can get general
answers, in closed type questions you get answer yes or no. but both have their uses
according to the information you require.

- **Open Questions**

Open questions are used to find out detailed information. These questions encourage
the receiver to explain a longer answer. Open questions start with words like "What,
When, Where, Why, and How". They are used to open up a discussion or conversation.

You cannot give one word answer to these questions.

Examples of open questions are:

- ✓ How should I sort this cabinet full of different paints?
- ✓ What training will I need to use this equipment?
- ✓ What did you mean when you asked me to check the supplies?

- **Closed Questions**

Closed questions are used to find out quite particular information. They are questions

Self-Check 2	Written Test

long and detailed response. They are very useful if you need to find out simple
information or need to check specific details.

Examples of closed questions are:

- ✓ Is this where I can store the boxes?
- ✓ Can I use this tool?
- ✓ Is it lunch time?

- **General points to help you get the most out of asking.**
  - ✓ Wait to the right time to ask your questions.
  - ✓ Ask one question at one time.
  - ✓ Put your question in a way that will be easily understood.
  - ✓ Wait for an answer to your question without butting in.
  - ✓ Listen carefully to the answer you are given, so that you really understand it.
  - ✓ If the answer does not satisfy you, ask another question.

Name: ______________________ Date: ______________

Directions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers.

1. What are the qualities of a good speaker? (5 pts)
2. Give at least five (5) ways on how to communicate effectively. (5 pts)
3. What is the difference between hearing and listening? (2 pts)
4. List down at least five (5) barriers of effective listening. (5 pts)
5. Why do we need to ask questions in the workplace? (3 pts)
6. Give at least five (5) points in asking questions. (5 pts)

Note: **Satisfactory rating -15 points Unsatisfactory - below 15 points**

You can ask you teacher for the copy of the correct answers

Operation Sheet 1	Tell Us About…

PURPOSE:

To practice on how to speak in front of a group.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, pen

PROCEDURE:

1. On an A-4 sized paper write something about :
    a. Yourself (name, age, birthday, address)
    b. Your interests (favorite food, sports, movies, past time activities)
    c. The reason why you have chosen to enroll in your occupation
    d. Your future plan
2. After you have finished writing the details about yourself, show your output to your trainer.
3. Prepare yourself to share what you have written in front of the class.
4. Make sure to follow the qualities of a good speaker.

PRECAUTIONS:
Follow precautionary measures.

QUALITY CRITERIA:

- ✓ Clear and legible information
- ✓ Follow the qualities of a good speaker

Operation Sheet 2	Listening Skills

PURPOSE:

To practice the listening skills.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
CD or Cassette player.

PROCEDURE:

1. Your trainer will play a conversation (or a story) on a cassette player.
2. Listen very carefully on the conversation.
3. After listening, your teacher will ask you to answer some questions based on what you have heard.
4. Write your answer on a sheet of paper.

PRECAUTIONS:
Operate the cassette player with extra measures.

QUALITY CRITERIA:
✓Clear and legible information

Operation Sheet 3	Asking Questions

PURPOSE:

To practice on how to write and ask questions.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen

PROCEDURE:

1. Make a small group.
2. Choose a person whom who will interview. Preferably, one who is working in the surveying industry. Within your group, you prepare questions about the kind of work being done in the industry, career opportunities and advancement for surveyor and other topics about the surveying sector.
3. Let your trainer check your questions.
4. After checking, conduct an interview with an industry practitioner.
5. Follow the general points in asking question.
6. Prepare a written report on the outcome of the interview.
7. Be ready to share your output in the class.

PRECAUTIONS:

Avoid unnecessary activities.

QUALITY CRITERIA:

- ✓ Clear and concise questions
- ✓ Show politeness and courtesy

3. Communication Media

Communication Media is the means by which a message is communicated. Memorandum, Circular, Notice, Radio, Television, Fax, Phone are called verbal communication media. Facial expressions and body gestures are called nonverbal communication.

In communication process, the most basic form is verbal. Verbal communication consists of words –spoken or written.

Communication by using language is called verbal communication. Communication through other symbol is called non-verbal communication

A) Verbal communication divided into – Oral and written
B) Non- verbal communication is divided into – visual and aural

3.1 Verbal communication: Oral and Written

- ***Written Communication:***

Written communication includes memos, policy manuals, employee handbooks, company newsletters, bulletin boards, letters, and fliers. Written documents have an advantage over face-to-face communication, because messages can be revised, stored and made available when needed, and disseminated in identical copies so the same message is received by all. Written communication can be personalized for a small audience or written in a generic style that accommodates a larger audience.

✓ ***Letter***

is the most used form of written communication and mostly used for external communication.

Letter should be:

- Well presented
- Brief and to the point
- Accurate

- Easy to read and understand

When writing a letter decide first on the purpose of your letter and what you want to achieve. Then make a short list of the points to be covered and prepare a rough draft. Start a new paragraph for each new topic.

Your letter should contain an opening paragraph which sets the scene of the rest of the letter. The main points to be covered should be sub-divided into further paragraphs. The final paragraph normally contains a summing- up of the contents and any recommendations. Try not to make your sentences or paragraphs too long.

It is an organizations policy to keep a copy of any letter produced and placed in relevant file for further reference. See the sample of letter format in Figure 1.

Marta Construction PLC
P.o.B 1569
Addis Ababa
Tele 011458899

May 20/2010
Ms Degafa
P.o.Box 5879
Adama

Dear Ms Degafa

Computer for our Office:

I would like your company to supply us computers for my office.
At present we only have 2 computers of old model. I want to replace them with new brand of computers. At present I want to buy six computers.
Can you tell me how much the cost of each computer with complete accessories? When can you deliver them to me? I expect your response soon.

Thanks,

Yours sincerely

Martha(Ms)
Construction Manager

Fig.1 Sample of Letter format

- ***Notice***

is required to inform the whole works in the organization or company and most common method of mass communication. It should be simple, short and understandable for every worker. It must contain all relevant information, appropriately worded and any action to be taken should be clearly explained.

Notice
May 2/2010
TO ALL EMPLOYEES
There will be meeting of all employees on Wednesday May 5,2010 to discuss the implementation of new time sheet. Please come to the Main hall at 2:30 hrs. The meeting will last for approximately one hour.
Sisay Kefile General Director

Figure 2. Example of Notice

- ***Memorandum* (memo)**

is a more formal way of passing information from one person to another, or from one department to another within the same organization. Most of the time instruction can be communicated by memo. The memo forms are usually small and expected to be brief and simple. Large organizations usually have their own printed memo paper to use.

A memo is similar in many ways to a letter. It is, however, less formal than a normal business letter as the people involved usually know each other.

Office Memorandum

TO : Dbebe Mulugeta

FROM: Sisay Kefile

SUBJECT : DATE PAINTING OF OFFICE

I am writing to advice you that Seble Painting Co. will paint your office this weekend.

Make sure that your office should be ready before the

Fig 3. Example of Office Memo

- ***Circular***

is a detailed document providing information, instructions, or order on specific matter. It has a number, date and reference and signature of the authorized body. It is generally issued by government body like ministerial councils, Professional association etc.

- ***Report***

is a document prepared by individual or group of persons who are entrusted with the task of collecting information, facts or data on a given subject. It requires careful collection of data, presentation of the findings and conclusion or recommendation. It can be one or more pages depending on the contents of the report.

Typical structure of report

Most reports will contain the following.

- The Title
- The introduction – stating what the report is all about
- The main body – Where all the relevant information is set out, sub-divided into paragraphs as necessary. Make sure you proceed in logical way. Leading the reader from one point to the next.
- Conclusion and any recommendation – giving a definite reason for both.
- Acknowledgements – if someone has helped you with your report, then it is polite to mention their name at the end.

- ***Minutes***

are the written records of decisions taken at formal meetings. It is important to keep a detailed and accurate record of what was said and by whom. Minutes are legal documents and every member has the right to see and ask for a certified copy.

The form of the record holds:

A. Who was present at the meeting
B. Who was invited but did not come
C. When and where the meeting was held

D. Date, time and pace of meeting
E. What was agreed
F. What action taken and when

The minutes of meetings between the team members and people from outside the team are generally more formal. They will contain all the above and:

- ✓ Can have number of paragraphs and subsections for future reference
- ✓ Make limited use of name
- ✓ Use short sentences which record the core of what was said, who said it and what was decided.

For every meeting there should be one chair –person or co-coordinator that can facilitate and co-ordinate the meeting.
The chair person needs to be able to:

- summarize
- question
- encourage
- co-ordinate what is going on in the meeting
- put people at ease, listen, set standards and resolve conflict.

Participants of the meeting should have the following qualities to be effective:

- Speak clearly and concisely
- Listen actively
- Negotiate and compromise
- Cope with stress yet avoid destructive conflict
- Demonstrate independent judgment
- Be creative and innovative and
- Carry out tasks and assignments resulting from the meeting with thoroughness and vigor.

✓ ***Email***

Somewhere between verbal and written communication
Easy for the recipient to misinterpret the message

Three Simple Guidelines for More Effective Email are:

- ✓ Write precisely,
- ✓ Format intelligently and
- ✓ Follow through.

3.1.2 Oral Communication

It is the chief means of conveying message. Speeches, formal one-on –one and group discussions, the informal rumor or grapevine are popular forms of oral communication. Oral Communication's advantages

Self-Check 3	Written Test

vide a better opportunity for feedback
- ✓ It takes less time
- ✓ Depends on voice, tone, gesture and expression

3.1.3 Nonverbal Communication

People communicate in many different ways. What a person says can be reinforced (or contradicted) by nonverbal communication, such as **facial expressions** and **body gestures**. Nonverbal communication is expected to support the verbal, but it does not always do so. Clearly, nonverbal communication may support or contradict verbal communication, giving rise to the saying that actions often speak louder than words.

Name: ____________________________ Date: ________________

Directions: Answer all the questions listed below.

1. Written records of decisions taken at formal meetings.
   a. report b. minutes c. circular d. memo
2. Prepared by individual or group of persons who are entrusted with the task of collecting information, facts or data on a given subject.
   a. report b. minutes c. circular d. memo
3. Detailed document providing information, instructions, or order on specific matter.
   a. report b. minutes c. circular d. memo
4. Formal way of passing information from one person to another, or from one department to another within the same organization.

a. letter b. minutes c. circular d. memo

Operation Sheet 4	How to Prepare A Business Letter

5.

Most used form of written communication and mostly used for external communication.

a. report b. minutes c. letter d. memo

6. What are the contents of a report. (5 pts)

____

____

____

____

7. What are the advantages of oral communication. (3 pts)

____

____

____

8. Give to examples of non verbal communication. (2 pts)

____

Note: **Satisfactory rating -15 points** **Unsatisfactory - below 15 points**

You can ask you teacher for the copy of the correct answers

PURPOSE:

To write a business letter.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

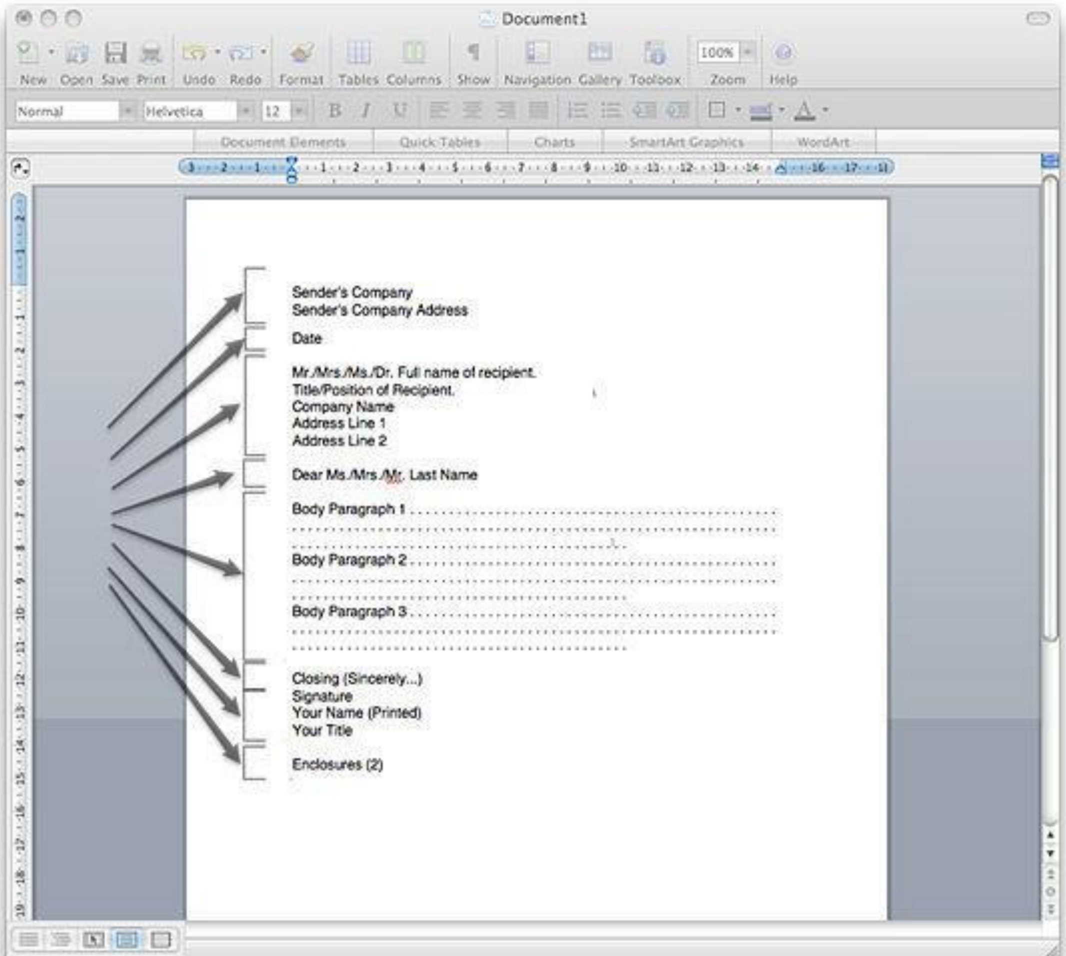
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, computer with Microsoft Office

PROCEDURE:

1. Know the format. Whatever the content of your letter, visually it should resemble the picture below. Note that business letters are composed in common fonts such as Arial or Times New Roman, and that they are justified to the left. Most employ block paragraphing - i.e., to start a new paragraph, hit "return" twice and don't use an indent.

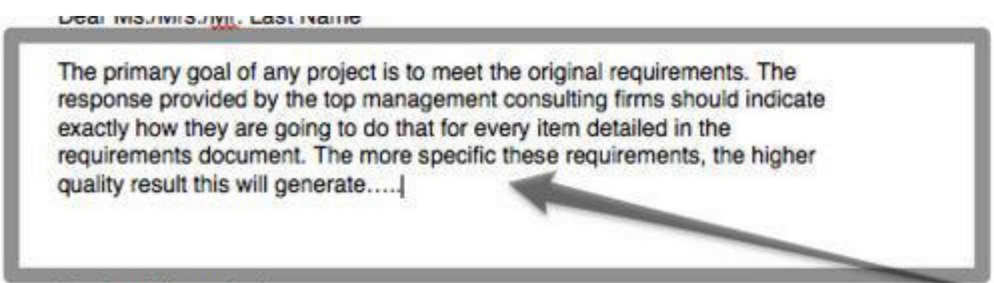


a. **Letterhead**. Include the sender's company and the company address; if you're self-employed or an independent contractor, add your name either in place of the company name or on top of it. If your company has pre-designed letterhead, use this; otherwise, simply typing the information at the top of a blank sheet will suffice.
b. **Date**. Writing out the full date is the more professional choice - either "April 1, 2012" or "1 April 2012."
c. **Recipient**. Write out the recipient's full name, title (if applicable), company name, and address in that order. If necessary, include a reference number.
d. **Salutation**. The salutation is an important indicator of respect, and which one you use will depend on whether you know who you are writing to, how well you know them and the level of formality in your relationship. Employ "To Whom It May Concern" *only* if you don't know whom, specifically, you're addressing. If you're

writing to a single-gender group, use "Dear Sirs/Madams"; if the group is mixed-gender, use "Dear Sir(s) and Madam(s)," keeping or discarding the "s" based on the number of sirs or madams. If you do not know the recipient well, "Dear Sir/Madam" is a safe choice; you may also use the recipient's title and last name, e.g. "Dear Dr. Kebede." If you know the recipient well and enjoy an informal relationship with him or her, you may consider a first-name address, e.g. "Dear W/ro Meseret." If you are unsure of the recipient's gender, simply type the whole name, e.g. "Dear Ato Befikadu." Don't forget a comma after a salutation or a colon after “To Whom It May Concern.”

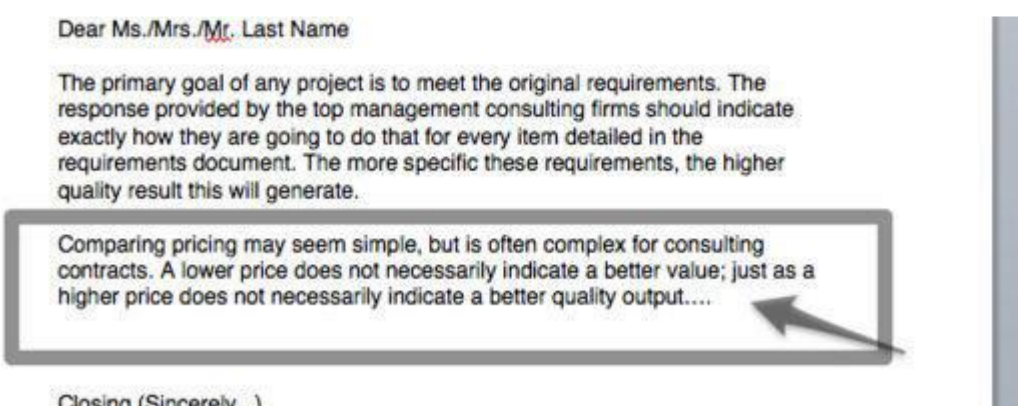
e. **Body paragraphs**. These will be discussed further in later steps.
f. **Closing**. The closing, like the salutation, is an indicator of respect and formality. "Yours sincerely" or "Sincerely" is generally a safe bet; also consider "Cordially," "Respectfully," "Regards" and "Yours Truly." Slightly less formal but still professional closings include "All the best,” “Best wishes," "Warm regards," and "Thank you." Use a comma after your closing.
g. **Signature**. Leave about four lines empty for your signature. Sign the letter after you've printed it or, if you're sending it via email, scan an image of your signature and affix it to this part of the letter. Blue or black ink is preferred.
h. **Name and contact information**. Beneath your signature, type your name, phone number, email address and any other applicable means of contact. Give each piece of information its own line.
i. **Enclosures**. If you've enclosed additional documents for the recipients review, note this a few lines beneath your contact info by noting the number and type of documents, e.g. "Enclosures (2): resume, brochure."

2. **Strike the right tone**. Time is money, as the saying goes, and most businesspeople hate to waste time. The tone of your letter, therefore, should be brief and professional. Make your letter a quick read by diving straight into the matter and keeping your comments brief in the first paragraph. For instance, you can always start with "I am writing you regarding..." and go from there. Don't concern yourself with flowery transitions, big words, or lengthy, meandering sentences - your intent should be to communicate what needs to be said as quickly and cleanly as possible. To tighten your copy, avoid passive verbs and try not to editorialize. When writing the body of your letter, consider the "7 C's


The primary goal of any project is to meet the original requirements. The response provided by the top management consulting firms should indicate exactly how they are going to do that for every item detailed in the requirements document. The more specific these requirements, the higher quality result this will generate.....

- Be **clear:** Let your reader know exactly what you are trying to say. Your reader will only respond quickly if your meaning is crystal clear. In particular, if there is some result or action you want taken because of your letter, state what it is.
- Be **conversational:** Letters are written by people to people. Avoid form letters if possible - you cannot build a relationship with canned impersonal letters. However, stay away from colloquial language or slang such as "you know," "I mean" or "wanna". Keep the tone businesslike, but be friendly and helpful.
- Be **courteous:** Even if you are writing with a complaint or concern, you can be courteous. Consider the recipient's position and offer to do whatever you can, within reason, to be accommodating and helpful.
- Be **concise** and to the point: When writing a business letter, explain your position in as few words as possible.
- Be **correct.** Take the time to make sure you have the facts straight before putting them in writing. Check your spelling and grammar, too, or have someone check them for you.
- Be **convincing.** Most likely the purpose of your letter is to persuade your reader to do something: change their mind, correct a problem, send money or take action. Make your case.
- Be **complete.** Don't omit necessary information.

3. Wrap it up. In the last paragraph, summarize your points and clearly outline either your planned course of action or what you expect from the recipient. Note that the recipient may contact you with questions or concerns, and say thank you for his or her attention to the letter/matter at hand.

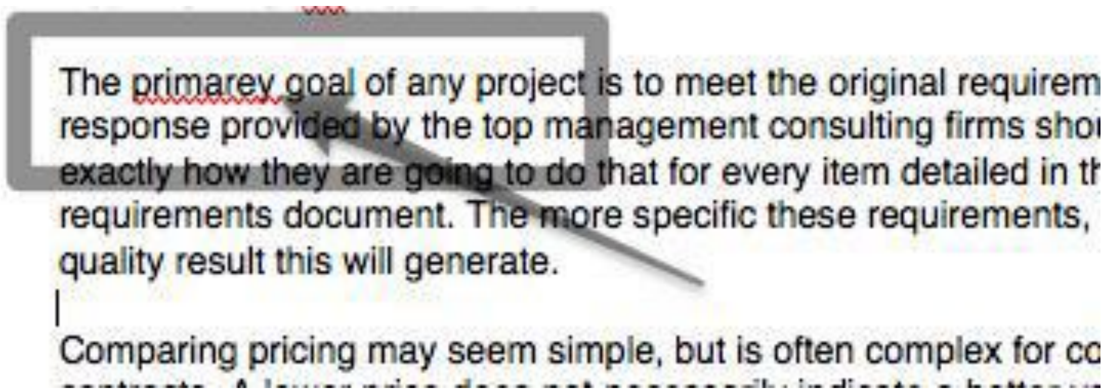

Dear Ms./Mrs./Mr. Last Name

The primary goal of any project is to meet the original requirements. The response provided by the top management consulting firms should indicate exactly how they are going to do that for every item detailed in the requirements document. The more specific these requirements, the higher quality result this will generate.

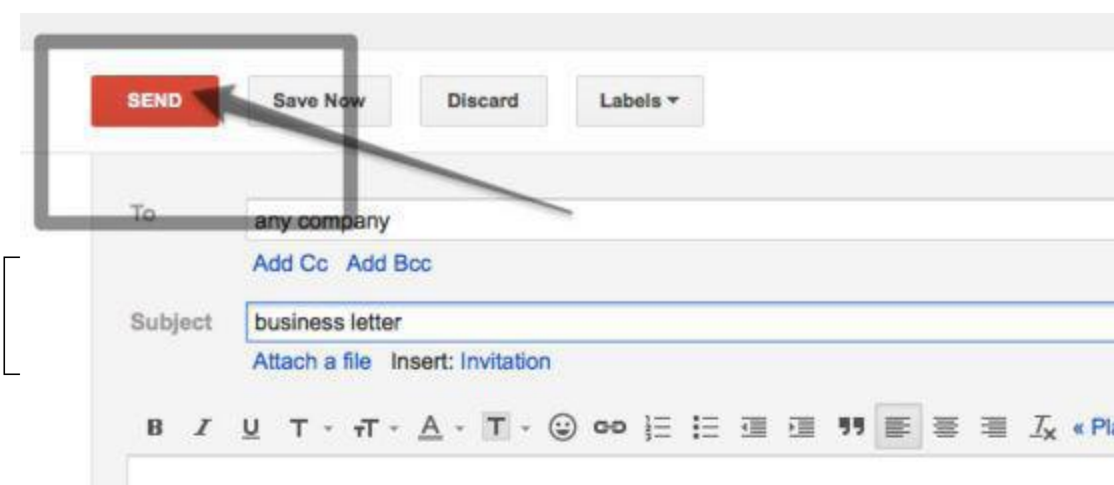
Comparing pricing may seem simple, but is often complex for consulting contracts. A lower price does not necessarily indicate a better value; just as a higher price does not necessarily indicate a better quality output....

Closing (Sincerely...)

4. Check the spelling and grammar. Presentation is a key element of being professional. Make sure that the recipient will easily be able to see you as capable and in charge by editing your letter for errors. Run spell check on your word processor, but also give the letter a thorough read before you send it.



5. Post the letter. Send the email or, if you're sending the letter via post, find a clean envelope. (If available, use one with the company logo printed on it.) Neatly print your return address and the recipient's address. If you feel like your handwriting is messy and doesn't match your professional persona, type the addresses in your word processor next run the envelope through your printer. Fold the letter into thirds, such that you unfold the top flap, then the bottom flap. Make sure you affix sufficient postage, and send it off.



PRECAUTIONS:

- Avoid unnecessary activities.
- Check the connections of the computer
- Don't employ too much flattery.
- Don't be too blunt and forceful in your tone.

QUALITY CRITERIA:

- ✓ Clear and legible information
- ✓ Correct format

Information Sheet-4	line of communication network

4. Line of communication network

In an organization, there are a number of channels or paths connecting various positions for the purposes of communication. The sum-total of these channels is referred to as communication network or line of communication.

There are two types of channels namely;

- Formal and
- Informal

4.1 Formal Communication

The formal channel is deliberately created path for flow of communication among the various positions in the organization.

In the formal communication channel:

- The information flows smoothly, accurately and timely
- Filtering of information to various points is possible.

Communication network may again be designed on the basis of single or multiple channels. A single channel communication network prescribes only one path of communication for any particular position and all communications in that position would have necessarily to flow through that path only. This is superior-subordinate authority relationships and its implication is that all communications to and from a position should flow through the line of superior or subordinate only.

- **Advantages of single channel of communication:**
  - ✓ it does allow for flow of essential information
  - ✓ it can reduce channels of miscommunication
  - ✓ provides for closeness of contact
  - ✓ Fixation of responsibility in respect of activities carried out by a person in
  - ✓ the organization.

- **Limitations of single channel of communication:**
  - ✓ bottlenecks in the flow

- ✓ enhancing organizational distance
- ✓ greater possibilities of transmission errors

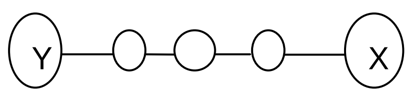
Multiple channels provide a number of communicating channels linking one position with various other positions.

4.2 Informal Communication or Grapevine

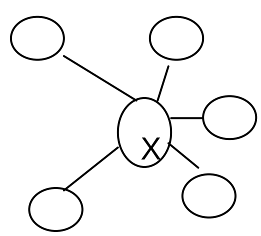
Informal communication is the method by which people carry on social, non-programmed activities within the formal organization. It exists outside the official network, though continuously interacting with it. This informal channel is generally multiple in natures: same person having social relationships with a number of people working in the same organization. The informal channel of communication, also known as grapevine, is the result of the operation of social forces at work place.

4.2.1Types of Grapevine

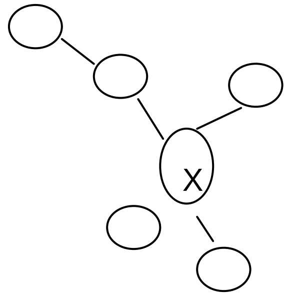
- Single strand network -the individual communicates with other individuals' through intervening persons.



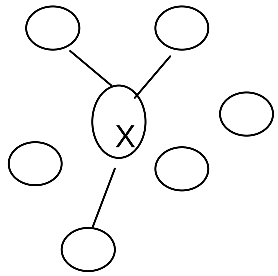
- gossip network- the individual communicates non-selectively



- probability network -the individual communicates randomly with other individuals according to the law of probability



- cluster network the -individual communicates with only those individuals whom he trusts



4.2.2 Communicating With Your Supervisor

The way in which supervisors communicate with their employees has as much to do with their unique personality as their managerial style. For example, you may have a supervisor who is stern and direct, telling you what to do and how to do it - clearly communicating expectations. Or, you may have a "hands-off" supervisor who will give you an idea of what to do with no clear distinction on how to go about doing it. You may work best with a certain type of supervisor, but learning to communicate effectively with your supervisor is crucial to your workplace success - whatever their managerial style happens to be.

a. Accepting Instruction from Your Supervisor

A supervisor's primary function is to **direct** and **instruct** their employees.

- **When accepting instruction from our supervisor:**
  - ✓ Keep a positive attitude. Remember, it's their job to tell you what to do.
  - ✓ Take notes if necessary.
  - ✓ Ask probing questions when they are through with their explanation.
  - ✓ Ask for resources such as manuals, other people, and web sites. They might know of such resources but neglect to mention them.
  - ✓ If your questions are met with unclear answers and explanations, don't panic.

Your researching skills will help you get the job done. If appropriate, use your coworkers as resources. Expect a little trial and error with each new job and task.

- **Following Written Instructions**
    - ✓ Read through all the instructions or steps before beginning the task. This will give a clear picture of what the whole tasks involves
    - ✓ If diagrams are provided take the time to look at them carefully. As you work through the task check the diagrams to make sure that your work matches the example given.
    - ✓ If you are not sure of the meaning of any words or terms take the time to find out the correct meaning. Ask your workplace supervisor
    - ✓ if you guess correctly you may find that you cannot complete the task or that the finished task is not done properly.
    - ✓ Avoid the temptation to try to complete the task before reading all the instructions.

Although the job may take a little longer, it will save time in the long run as you may avoid mistakes.

- **Following Spoken Instructions**
    - ✓ When following spoken instructions, it is absolutely essential that you listen.
    - ✓ Ask questions if you are uncertain about particular steps.
    - ✓ Be sure that you understand all the words or terms being used.
    - ✓ If you are receiving instructions over the telephone, always write down the information accurately.
    - ✓ Repeat the instructions back to the instructor to be sure that you have fully understood all the details.
    - ✓ It often helps if you can complete the task once with the instructor (supervisor).

This will give you a chance to ask questions and check other things as you work through the job.

- **Explaining a problem to your supervisor**

It can be difficult to explain a problem to your supervisor without displaying angry, confrontational, whiny, or desperate behavior. Displaying such behavior will only undermine your supervisor's willingness to listen to your problem.

- **When explaining a problem to your supervisor:**
  - ✓ Ask your supervisor (when they are alone or via email) if they have some time to talk. Don't specify what it's in regards to. Estimate the amount of time you'll need.
  - ✓ State the problem calmly and clearly.
  - ✓ Make a request.
  - ✓ Get feedback.
  - ✓ Consider the next step.
  - ✓ Follow up.

C.Asking for Help from a Coworker

Let's say you're working on a particular project and your supervisor has mentioned a coworker who may be able to help you. Or, you're having some trouble with a project and know of a coworker who has some expertise in that area.

- **When asking for help from a coworker:**
  - ✓ Assume that they are busy people with their own tasks.
  - ✓ Ask them if they have time to talk about something you're working on.
  - ✓ Don't ask for much time - 15 minutes maximum.
  - ✓ Mention what you're working on and any problems or questions you might have.
  - ✓ Be specific in your request for help. Don't ask for too much.
  - ✓ Don't expect them to do your job for you.
  - ✓ If they resist, be courteous and thank them for their help.

expertise on a project, bring them a small gift such as an office plant, treat them to coffee, etc.

- ✓ Thank them again at a later time when they don't expect it.
- ✓ Positive communication fosters strong workplace friendships and mentoring relationships.

Name: _________________________ Date: _______________

I. *DIRECTIONS:* Answer all the questions listed below.

1. What are the two (2) types of communication channels? (2 pts)

____

2. What are the advantages of single channel of communication? (4 pts)

____

____

3. What are the four (4) types of informal communication? (4 pts)

____

____

II. *TRUE or FALSE*: Write **AWE** if the statement is true and **AYE** if the statement is false. Then **BOX** the word/s that makes the statement wrong.

_____ 1. It is the primary function of the supervisor to give instruction to his employees.
_____ 2. Taking notes while the boss is giving instructions will help to accomplish the given task.
_____ 3. Non verbal communication, such as frowning and making faces, while the supervisor is giving instruction is an advantage.
_____ 4. Asking questions to your supervisor will make you look ignorant.
_____ 5. Before completing the written task, it is better to read all the instructions first.
_____ 6. Repeating instructions back to the instructor will create annoyance.
_____ 7. Being polite and courteous while explaining a problem to your supervisor will poster good result.
_____ 8. In asking help from a coworker, always think that they also have their own job.

_____ 9. Appreciate the help of your coworkers by thanking them or by giving small gifts.

Operation Sheet 5	Receiving and Following Instructions

__10. Expect that your coworker will do your job for you.

***Note:* Satisfactory rating -20 points** **Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers.

PURPOSE:

To demonstrate the proper communication to supervisor and colleague .

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, props for the role play

PROCEDURE:

1. Make a small group.
2. Work on a role play that demonstrate on how to receive spoken instructions, written instructions and asking help from a coworker.
3. Present your role play in the class.

PRECAUTIONS:

Avoid unnecessary activities.

QUALITY CRITERIA:

- ü Demonstrate the proper attitude in receiving and following instructions
- ü Show politeness and courtesy

5. Location and Storage of Information

We need to use all kinds of information at work, and when it is not being communicated from one person to another, it may need to be stored in a place from which it can easily be retrieved.

Why We Need To Store Information?

We need to store information in order for it to be readily available when required. If important documents are lost, time is wasted in searching them. If they cannot be found, communication breaks down and a chain of serious problems can result. In the business world this means that information needs to be put in some sort of storage system where it can be located and retrieved easily.

- **Decide How to Store**

There are three main ways of storing information, using:

- ✓ A manual filing system
- ✓ A microfilm filing system
- ✓ An electronic or computerized system.

Whichever way is chosen, the main aims should be:

- ✓ to keep the system as simple as possible, so that everyone can use it
- ✓ to file regularly so that files are kept up to date, and
- ✓ to protect documents from damage.

When deciding which system to use, keep the following in mind:

- ✓ The system must be quick and simple to operate.
- ✓ The files should be easily accessible
- ✓ The system should be suitable for the type of business documents to be
- ✓ placed in it.
- ✓ The system should be capable of expansion.
- ✓ The system should be capable of safeguarding documents, including

confidential information.

5.2 Manual Filing System

A manual filing system means one in which papers is stored by hand in filing cabinets, in folders, on shelves, in box files, lever arch files *etc.*

- **Filing System**

With a **centralized filing system**, all the files for the whole organization are stored in one place, which is usually manned by specialized staff.

- **Advantages of a centralized system.**

- ✓ All the files are kept together.
- ✓ Specialized staff is likely to be more efficient.
- ✓ A standardized system will be used throughout.
- ✓ Duplication of filing equipment is reduced.
- ✓ Documents are accessible to all departments all the time.

With a **departmentalized filing system**, each department has its own files which everyone in that department has access to.

- **Advantages of a departmental system**
  - ✓ The files are more readily available to each department.
  - ✓ Different filing systems can be adapted for different departments.
  - ✓ More suitable for confidential files.
  - ✓ A smaller system can be easier to operate.
  - ✓ Departmental staffs, who know their department well, will be expert at filing their own papers.

Once the decision has been taken on where to locate the files, the actual equipment to be used is the next point to consider.

- **Methods of Manual Filing**

The **vertical method** is the most popular way of filing. The files are suspended in an upright position in drawers of metal filing cabinets. The contents of the files are listed on strips which are placed on the top edge of each file. The documents are kept clean and dust-free and are easily accessible. Filing cabinets, although expensive to buy and equip, last for many years and are very easy to use.

Care should be taken when opening the drawers of filing cabinets. If you pull open a fully loaded top drawer too suddenly, or open more than one drawer at a time, there is a chance that the cabinet will tip over.

With **lateral filing** the files are suspended from rails in horizontal rows on racks or shelves, rather like books on a bookshelf. Where space is limited lateral filing is a good idea, as there are no filing drawers to open and the shelves or racks can be built right up to the ceiling if necessary.

One of the main disadvantages of this system, however, is that usually the files are not protected from dust and dirt and high shelves can pose problems for the staff involved in getting the files down.

- **Alphabetical or numerical filing**

The final decision to make is whether to file the documents in alphabetical order, by number, or maybe a combination of both.

The alphabetical system is quick and simple to operate. All staff, including temporary workers, can quickly learn what to do. Files should be placed in correct alphabetical order according to organization name or, if there is not an organization name, the individual name. Occasionally, for instance in a planning office, files may be placed alphabetically according to road, town or county, or they may be grouped by subject, *eg* static caravans, trousers, motor homes, and tents.

Examples of alphabetical order

Private names
Admasu
Balcha
Dadi

Geographical
Addis Ababa
Dire Dawa
Hawassa

Company names
Auto Motors Ltd
General Motors
Red Lion Hotel
Z Furnishers

Subject
Advertising
Personnel

- **Numerical filing**

With numerical order, each name, document or folder is given a number and they are then placed in consecutive number order. Often this system incorporates an index where an alphabetical list is kept too in case the number of the required file is not known.

The numerical system is easily capable of expansion as numbers can go on forever, but it can be more complicated to operate than the alphabetical system, particularly if a separate index is used.

- **Effective Filing**

There are then a few basic tips to remember for successful filing:

- ✓ Make sure that the documents have been released for filing.
- ✓ Sort and group the documents before starting to file
- ✓ Place the documents carefully in the file so that they do not crease or
- ✓ become tatty.
- ✓ Ensure that the correct documents are placed in the correct file.
- ✓ Never attach paper clips to documents being placed in a file as these clips
- ✓ can become loose or tangled up with other documents. Staple papers
- ✓ together if necessary.
- ✓ It is best to arrange the documents within a file in date order, so that the most recent is on top, but check first to make sure this is correct policy.
- ✓ 'Thin out' bulky files from time to time, but only when you have authority to do so.
- ✓ Lock the filing cabinets if you are asked to do so.
- ✓ File daily so that the system is always up to date.

5.2 Using Microfilm and Electronic Filing System

- **Microfilming**

Microfilming is the filing of documents that have been photographed, developed on film in greatly reduced size and printed on plastic strips or cards. An A4 sheet of information can be reduced to a tiny size. If the document needs to be read, a viewfinder is used to enlarge the image on the screen. If a hard copy (paper copy) is required, the enlarged image can be reproduced.

- **Electronic filing**

Electronic systems of filing, such as word processors and computers, enable documents to be filed on a computer storage medium. There are many ways of storing information on computers; technology is advancing all the time.

Common ways of storing documents on microcomputers include the use of floppy, hard disks and flash disks. A floppy disk and flash disk are portable; in other words, they are removed from the machine, and have to be inserted to call up files on it. The hard disk is the computer's built in storage facility; files on the hard disk can be accessed at any time

Locating and Presenting Information

In any organization, information needs to be found (accessed) every working day. The filing system is the place to begin your search for information.

- When removing a file from a manual filing system, make sure you always fill in an absent card. On this card you should record the date taken, the file number or name, and your name.
- When you return the file you should fill in the date returned. That way, if someone else needs the file in a hurry they will know who to come to.
- Always be careful when handling files.
- Do not change the order of the documents, unless they were incorrectly filed in the first place.
- Take care not to drop anything out of files. Return files as promptly as possible.
- If you are obtaining a file for someone else and you think it could be needed elsewhere, or the person concerned is not very careful with papers, then, with that person's approval,

.

Self-Check 5	Written Test

Name: ________________________ Date: _______________

I. *DIRECTIONS:* Answer all the questions listed below.

1. Why is it necessary to store information? (2 pts)

2. What are the three (3) aims of storing information? (3 pts)

3. Differentiate the three ways of storing information. (6 pts)

4. Compare and contrast the centralized and departmental systems of filing. (4 pts)

5. Compare and contrast vertical and lateral manual filing systems. (4 pts)

6. Give at least six (6) points to consider in locating and presenting files. (6 pts)

Operation Sheet 5	How To File Folders Alphabetically

You can ask you teacher for the copy of the correct answers.

PURPOSE:

To file folders alphabetically .

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, Alphabetic separator, file folders, pen/marker

PROCEDURE:
1. Insert alphabetic separators into your file drawer. These separators are generally large file folder holders with a tab that sticks up on top of the folder. Each tab will have a letter of the alphabet on it, indicating which file should be stored within its space.

2. Separate out your folders into piles. Each pile should be for one letter of the alphabet. All the files beginning with the letter "A" should be in the first pile, and so on.

3. Organize the "A" pile in alphabetical order. Begin with the second letter in the file name. Place the "Aa" files first, then the "Ab" files, then the "Ac" files and continue on in this manner. If there is more than one file with a two-letter designation, put them in order according to the third letter in the name.

4. Place all of the "A" files into the "A" file holder in the file drawer. Do the same with all of the other letters of the alphabet and their corresponding files.

5. Add any new files in the correct place in each file holder. Do not simply place new "B" files in the front in the "B" holder. Search through the file in order to find the correct place in the collection of files to store the new file.

PRECAUTIONS:
Make sure to mark each file folder using the same system. All patients must have last name and first name, or all house listings filed by street name, for example, are good ways to mark each file.

Operation Sheet 6	How to Create a Filing System for an Office

QUALITY CRITERIA:

- ✓ Demonstrate the proper attitude in receiving and following instructions
- ✓ Show politeness and courtesy

PURPOSE:

To create a filing system for an office/bureau.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

Documents to be filed, Alphabetic separator, file folders, pen/marker, drawer, index cards

PROCEDURE:

1**.** Create a list of categories for your files. Categories can include:
Bills
Receipts
Invoices
Client information
Legal documents
Now, sort through all paperwork and sort by your categories.
2. Use the categories you created to start filing paperwork. Label file folders with the appropriate category names. Label drawers in your filing cabinet with the category name so files can be easily located.
3. Create an indexing system instead of using category names. Indexes can be numbered or alphabetical depending on the type of paperwork you have. Seasonal, monthly, or quarterly indexes can be created as well.
4. Place files in folders (by date or alphabetical order if necessary) and add new files to your filing system daily to avoid misplacing important documents.
5. Clean out files twice a year and remove files that are no longer needed. Store old files in another area to avoid confusion.

PRECAUTIONS:

Maintain your filing system so all important paperwork can be found at any time

QUALITY CRITERIA:

- ✓ Documents are properly filed according to their categories.
- ✓ Neat and organized filing system.

LAP Test _	Practical Demonstration

Name: _________________________ Date: ____________________

Time started: ________________________ Time finished: ________________

Instructions:

You are required to perform the following:

1. Assume that you are assigned by your boss through e-mail to conduct a survey of the roads in a remote woreda, but the details of the job were not clearly given .
    a. Make a list of questions that you would like to ask from your boss about the details of the job.
    b. Prepare a letter of request to the Carpool Manager for a car service.

2. Create a filing system for your office documents.

3. Request your teacher for evaluation and feedback

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Industrial electrical machine drive technology
Level - II.

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The trainers (who developed *this outcome based* curriculum and TTLM)

N0	Name	Qualification	Region	Email
1	ABERA GEBRE	Trainer	DIRADAWA	
2	TADDELE GASHAW	Trainer	SOMALI	
3	FISIHA BIREHANU	Trainer	AMHARA	
4	ESUBALEW AMSALU	Trainer	HARER	
5	HINDA IBRAHIM	Trainer	SOMALI	
6	MULU DAMANE	Trainer	ADDIAABEBA	
7	MERON HUSEN	Trainer	HARER	
8	YIMER SEID	Trainer	AFAR	
9	SHIMELS CHEKOLE	Trainer	AMHARA	
10	SERKABEBA ABERA	Trainer	DEBUB	

The coordinator (during developing this *outcome based* curriculum & TTLM)

No	***Name***	***Profession***	***Mob. no***	***Region***	***College***
1					
2					
3					

Information Sheet-1	LG3: Complete relevant work related documents

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learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Range of Business Forms
- Recording Information/Data/Minutes
- Reporting

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Complete range of forms relating to conditions of employment accurately and legibly
- Record workplace data on standard workplace forms and documents
- Use basic mathematical processes for routine calculations
- Identify and act upon errors in recording information on forms/ documents properly
- Complete reporting requirements to supervisor according to organizational guidelines

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet __”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.

Information Sheet-1	Range of forms relating to conditions of employment

1. Range of Business Forms

- ✓ **Business forms** include those used internally by a company and those seen by customers or others:
  - ✓ Invoices and monthly statements,
  - ✓ order forms,
  - ✓ routing slips,
  - ✓ customer satisfaction surveys,
  - ✓ employee suggestion forms,
  - ✓ job candidate evaluation forms,
  - ✓ contracts,
  - ✓ job tracking forms.

- ✓ **Designing Business Forms**

In designing forms, some of the considerations are to make it clear the purpose of the form, provide adequate space for fill-in-the-blank areas, and make it obvious or give clear instructions as to what goes in the form and where. Some forms need to be machine-readable, scannable. The use of color can enhance the form design or make it harder to read or fill in the fields.

A custom form doesn't have to be created from scratch. There are many free templates out there for business forms of all kinds. Use those templates as a starting point, customize to fit your needs.

- ✓ Leave adequate room for filling in fields. If the field requires a date, it generally needs less space than an address. For form fields that require a lot of text, use horizontal space not long, narrow columns.
- ✓ Use the Principles of Design in mind, especially contrast and proximity. Colored

fields where data is to be entered (generally in blue or black ink) may not provide enough contrast. Put color in the background (non-data entry area) to provide contrast, make the entry fields stand out. Group related items (such as name, address, phone number) in close proximity. Use proximity and spacing to make it clear which field labels go with which fields or which checkboxes go with which item to be checked off.

✓ Browse this collection of Business Forms tips, tutorials, and templates. Forms aren't just on paper. There are right and wrong ways to design interactive forms on the Web.

The tags or coding you use can make your Web forms more or less usable.

The layout and content can determine whether or not you have a user-friendly Web form.

- **Printing Business Forms**

Bond paper is suitable for most business forms although for business reply cards (which generally contain some type of form), index paper is common. If creating carbon sets, manifold paper or some other specially treated color-coded paper for creating duplicates at the time the form is filled out may be required. Offset printing may be the most typical commercial printing method for business forms.

Small businesses may design a template for their business forms and then print them from an office printer directly onto their pre-printed letterhead.

- **Software for Creating Business Forms**

Depending on the complexity, business forms could be designed in word processing software such as Microsoft Word or in page layout or vector drawing software.

- ✓ Windows Professional Software for Desktop Publishing
- ✓ Mac Professional Software for Desktop Publishing
- ✓ Adobe Illustrator or CorelDRAW vector drawing software for desktop publishing

- **16 Categories of Design Specialization**

In some ways, designing business forms is closely related to creating menus and product lists, resumes, and direct mail. Direct mail packages may contain forms such as order forms or business reply cards.

1. Annual Reports & Proposals
2. Business Forms
3. Catalogs, Menus, & Product Lists
4. Collaterals (brochures, etc.)
5. Crafts & Creative Printing
6. Identity Systems (logo, letterhead)
7. Marketing Materials (ads, direct mail)

Self-Check 1	Written Test

8. Packaging
9. Periodicals (newsletters, magazines)
10. Presentation Graphics
11. Publication Art
12. Publications (books, manuals, booklets, etc.)
13. Self-publishing
14. Signage
15. Web, Mobile, and Multimedia Publishing
16. Word Processing

Name: ____________________________ Date: _________________

I. Direction: Answer the following questions.

1. What are the three (3) challenges in designing a business form? (3 pts.)

2. Give at least seven (7) examples of business forms. (7 pts.)

3. What are the considerations in designing a business form? (4 pts.)

4. Identify which kind of paper is used for printing the following forms: (3 pts.)

a. business reply cards

b. common business forms

c. in creating carbon sets

5. What are the three (3) common software in creating business forms? (3 pts.)

Information Sheet-2	Recording workplace data.

Note: **Satisfactory rating -20 points** **Unsatisfactory - below 20 points**

You can ask you teacher for the copy of the correct answers

2. Recording Information and Messages

- **How to record information**

Information you hold in your own memory is much less reliable than information held in the RAM of a computer. You may well find your own memory is misplaced, scrambled or inaccurate, when you need it.

It is vital that information from clients is properly recorded. There are a number of ways to do this. How many can you think of?

- ✓ a database?
- ✓ a specially designed customer support program?
- ✓ pen and paper on a special work request form?
- ✓ pen and paper on a piece of ordinary paper?

The more organised and consistent the recorded information is, the more useful it will be. The last option risks losing that piece of ordinary paper!

The database form below shows the sort of information you would record when you are working on a help desk.

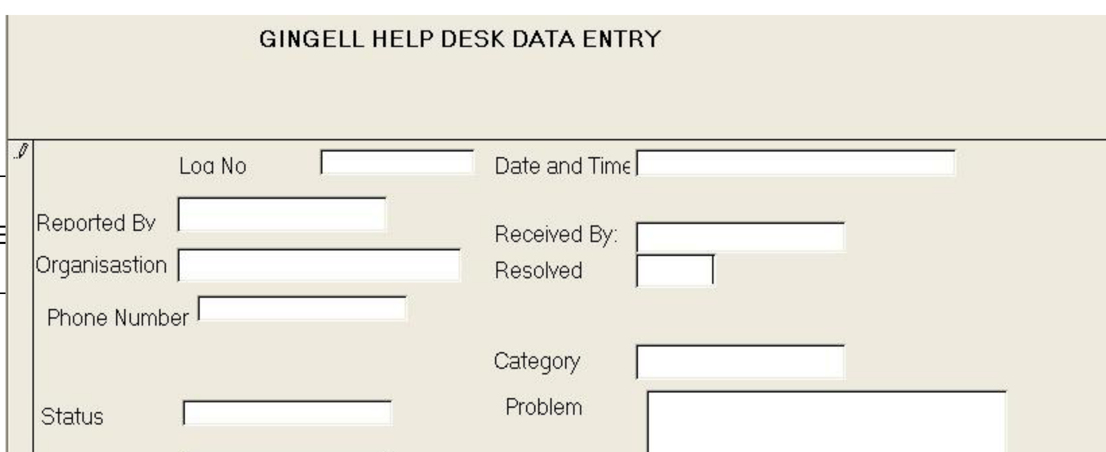


Figure 1: Sample data base form — the layout helps prompt questions that need to be asked

- **Reflection**

Have you ever experienced having given quite a lot of information to someone, only to have to repeat that same information? Or, just as frustrating, the person loses your information and your request is completely ignored.

If you have experienced this, you'll appreciate the need for recording information.

- **When to record information**

The best time to record information related to a client's request is when you first speak to the client. In doing this, the information should be complete and accurate and you will have a chance to clarify information as you speak. It also saves double handling the enquiry at another time, for you and the client.

The only downside is that you have to practice active listening skills while typing or writing. Computer programs that prompt for information can help you in this way by ensuring important questions are asked. The layout of a form can also aid you, as in Figure 1 above.

- **Passing on messages**

There are a number of ways of relaying messages. Which ones spring to mind? Maybe something like the phone message pad, or an entry flagged in a database that other users' will see (and hopefully be prompted by) when they access the database.

Email or instant messenger programs are other means. There are many other ways you might have thought of. Most people prefer written messages, rather than an answer machine full of voice mail messages (as written messages are less intrusive and easier to refer to later).

What's most important in all messages is that they are:

- ✓ received in good time
- ✓ accurate
- ✓ complete.

Always pass on messages as quickly as possible, and double check that you have *all* the information and all the information is *correct*. Double-checking with the client may take a little longer, but it may save much more time in the long run.

Message Slip

To

Date .... **Time**

M ____________________

of ____________________

____

Area code Phone

Telephoned ☐☐	Please phone ☐
Came to see you ☐☐	Will call you again ☐
Wants to see you ☐☐	Returned your call ☐

Message

Message taken by

Figure 2: Standard message pad page

- **Referring and following up client requests**

Sometimes if a client request is out of the ordinary you may need to refer it to a specialist or senior person. Equally, a request might be for a service you cannot provide because: you don't have these skills (for instance, if an electrician is required)

- ✓ you can't leave your current location (on the help desk, for example)
- ✓ you don't have time (if, for example, the organisation's policy states that you
- ✓ must escalate a call after three minutes on the help desk).

In referring the request there may be time limits — it may be policy that the referral must be made within an hour of receiving it at the help desk. Referrals should keep to the principles above; make sure you provide all the correct information by double-checking the information before you pass it on.

- **Keeping the client informed**

Keeping the client posted is one of the key features of best practice in client service. It's important to let the client know the status of their request from beginning to end.This includes every step in the process — from explaining why, if you need to put a client on hold or must transfer them to another person, to letting them know what progress has been made if hardware needs to be ordered for their system.

How can you keep clients informed? The organisation's policy on client service might state how often you must contact the client, and by what means. Any updates or messages should be timely, accurate and complete.

- **Follow-up procedures**

Keeping the client informed can be included in a follow-up procedure. There may be a policy statement or an item in your service level agreement that states what level or means of follow-up with the client is required. It might include:

- phoning the client sometime after service has been completed
- sending out feedback surveys to all clients about the service they received; (some organisations make a competition of it by offering a reward for clients who respond)
- sending an mail with options for the client to select either 'Yes – Satisfied' ,or 'No – Not Satisfied' responses and following up on unsatisfied responses (though this only gives a partial view of your service standard)
- employing an independent person to carry out interviews with clients (either face-to-face or by phone).

Organisations are always seeking new ways to gauge client satisfaction. It is an important aspect of continuous improvement, quality control and ISO 9001 quality certification models. Information from both your satisfied and unsatisfied clients can tell you much about how you might improve service.

- **Recording Minutes**

Another way of recording information is taking minutes. Minutes are the notes from the meeting, and to take minutes merely means to document and record the main points, and some details, of what was discussed at the forum. Minutes can be used to capture follow-up items, as well as document further actions that someone from the meeting will be chosen to perform. They help people remember what was discussed at a previous meeting; in case it was so long ago that the participants need a refresher.

- **Importance of Minutes**
  - ✓ Records decisions in a meeting
  - ✓ Allows a group to maintain a record of their history
  - ✓ Helps streamline future meetings, making them more productive
  - ✓ Allows new members to catch up on previous work and see a timeline of how
  - ✓ earlier decisions were reached and implemented
  - ✓ Legal requirement and can cause serious ramifications for organizations that cannot produce them when challenged
- **How to Prepare Minutes**

1. Establish a format for recording minutes and create a guideline for future minute takers. Common items found in minutes include the date, time and place; who was present; whether or not a quorum was established; reports from committees or officers; matters discussed; and a record of any vote that occurred. It is not necessary to report every detail of a discussion and, in fact, it may be prudent to omit matters involving personal or potentially damaging details about individuals. Record a confidential statement if necessary under these circumstances and submit to the chairperson.

2. Assign someone to record the minutes at each meeting. Some organizations use one person to take on this task permanently, while others rotate the position. Verify whether the minute taker will also transcribe and distribute the meeting minutes to the necessary participants. Keep the original notes along with the transcribed version of the minutes in the permanent record.

3. Prepare the minutes for distribution. Format the copy so it is easy to read while containing all pertinent information. For example, a discussion of the fundraising committee for an upcoming event need only include the outcomes of that conversation,

such as who has agreed to chair the entertainment committee and what parameters were established.

4. Send the minutes out in a timely manner so that absent members can stay informed. Sending out minutes weeks after a meeting took place can create discontinuity among members and lead to sloppy record keeping. Keep a paper copy of the meeting minutes in a record book and maintain an electronic copy for easy online distribution when necessary.

5. Have the minutes verified and approved before the beginning of the next meeting. If no one has any objections or corrections to the recorded statements, the president or chair should sign off on the minutes before admitting them into the permanent record.

Self-Check 2	Written Test

Name: ______________________________ Date: __________________

I. Direction: Answer the following questions.

1. Which of the following items are important information to record when receiving a client request?

- the type of computer used by the client
- the client's name
- the client's salary details
- the client's phone number
- giving the client your name
- the name of the client's organization
- the client's problem

2. List two possible ways of following up a client's request.

____

3. Are the following statement true or false?

a. I should try and solve all clients' problems myself rather than referring them to others

b. Minutes can help the members of the organization to remember the assigned tasks.

c. All the members should record and validate the minutes of the meeting.

d. Each member should have a copy of the minutes of the meeting except for the absentees.

e. Potentially damaging information about the individual members should be included in the minutes.

f. A minute of the meeting can also be considered as a legal document.

Note: **Satisfactory rating -15 points** **Unsatisfactory - below 15 points**

You can ask you teacher for the copy of the correct answers.

Operation Sheet 1	How to Get Message from the Phone

PURPOSE:

To message from the phone.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, telephone

PROCEDURE:

1. **Answer the phone**. The person on the other end asks for your immediate supervisor or co-worker who is not at his/her desk. The first thing you should do is say, "He/she isn't here at the moment. Can I take a message?" Assuming they say yes continue to the next step. If they say no then the call is done. Just remember to ask if you can do anything else--they might want to call back and leave a message on the answering machine.

2. **Write down *everything* they say**. You may not think what they say is important but the person you are writing the message for might think it is. If needed ask them to repeat information.

3. **Say good-bye (and "You're welcome" if it applies)**.

4. **Give the message to the person *as soon as possible* or leave it somewhere they will find it**.

- **PRECAUTIONS:**

- ✓ Avoid unnecessary activities.

- **QUALITY CRITERIA:**
  - ✓ Clear and legible information

Operation Sheet 2	How to Write Minutes of Meeting

PURPOSE:

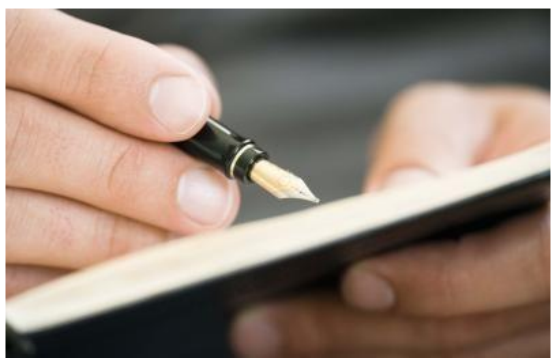
To write minutes of meeting.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:
Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :
A-4 sized paper, pen, recorder, computer with Microsoft Office (optional)

PROCEDURE:

1. Note the time, date and place that the meeting took place at the top of the page in a notebook.



2. Use a recording device you can play back later to assist you in writing complete minutes.

3. List the names of attendees. Also write down the names of the people who were expected to be at the meeting but are absent. You may be required to note whose absence is excused. If so, you can note "excused" in parentheses next to the person's name.

4. Follow along with the meeting agenda. Principal attendants usually receive the agenda prior to the meeting, and it will help you to record each discussed topic in order.

5. Note the major points made for each topic on the agenda. The minutes should note any decisions made or follow-up needed for each agenda item.

6. Add the word "Action" under any agenda item that has a required action from a member of the board or an attendee. When you type up your notes, make the word "action" bold and in italics, and put it a line of its own; this makes it easy to find and helps to keep track of who should do what.

7. Write or type any "Other Business" to label any topics discussed beyond those listed on the agenda and denote who was responsible for bringing up these items at the meeting.

8. Indicate in your minutes the agreed upon time, date and place of the next meeting.

9. Sign off on your minutes. The last line of your typed minutes should include your name and title, preceded by a phrase such as "Minutes recorded by."

- **PRECAUTIONS:**
    - ✓ Avoid unnecessary activities.

- **QUALITY CRITERIA:**
    - ✓ Clear and legible information
    - ✓ Correct format

Information Sheet-3	Reporting Using basic mathematical processes

3. Using basic mathematical processes

Communication in organizations largely means presenting facts and information so that decisions can be made. A lot of these facts are in the form of statistics. When these statistics are presented as text they can become very confusing and difficult to understand.

By using charts and graphs, along with the more traditional written and spoken communication, much of this statistical information can be presented separately - in a way that is easy to understand.

- **table**

A table is a type of chart, arranged systematically in columns. Tables are very good for displaying material containing columns of figures.

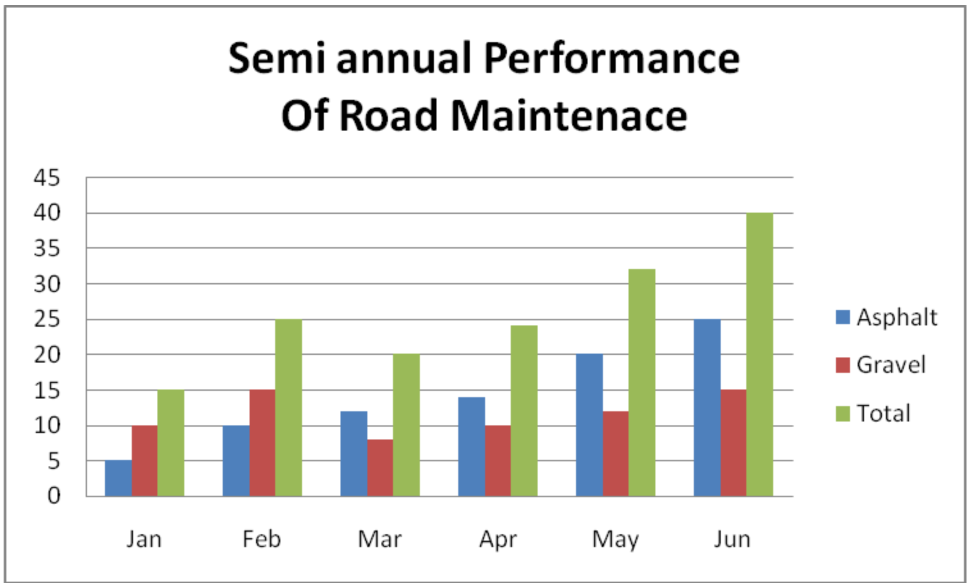
YEAR	AREA A	*AREA B*	AREA C	AREA D	TOT AL PLOTS
1990	10	*15*	-	-	25
1991	15	*10*	15	15	55
1992	10	*10*	20	20	60
1993	15	*20*	20	20	70

TOTAL NUMBER OF PLOTS OVER 4 YEARS = 210

- **bar graph**

Bar graphs are a very effective way of displaying information. They are particularly useful for giving a quick comparison of quantities of goods or sums of money. Each bar is separate from the next, unlike a histogram where the bars join on to one another.

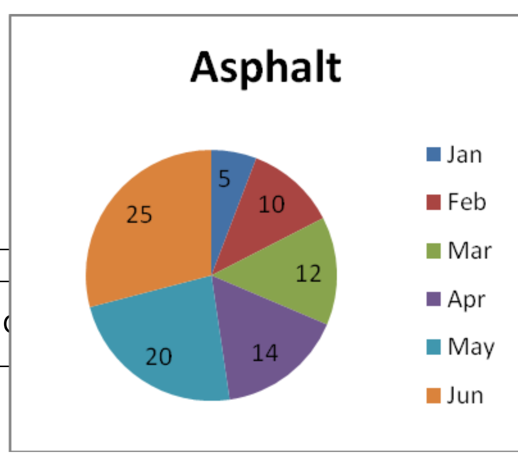
The following example shows how tabulation can be converted into a bar graph, making it much simpler to interpret the facts.



Example of Bar Chart

- **using pie chart**

A pie chart, formed by a circle, is a very useful way to show information. The circle is divided into segments, each one representing a percentage of the whole. The main disadvantage is that the circle can only be divided into a limited number of segments; otherwise each segment becomes rather 'thin'.



Example of Pie Chart

- **Giving an Oral Report/Presentation**

Do you dread the thought of giving a business presentation? You're not alone. In the workplace, you'll be called upon to speak publicly for a variety of different reasons.

Possible reasons:

- You're asked to give a report or presentation during a meeting.
- You're asked to share your knowledge or expertise on a given topic.
- You're asked to teach a new skill. For example, a systems administrator might be asked to teach coworkers how to use a new email client.
- You're asked to give an informative presentation in order to draw newcomers to an activity, group, or program with which you are involved.

a. Determining Your Purpose

When giving a business presentation, chances are you already know your topic. Next, **determine the purpose** of your presentation. In doing so, you'll focus on what exactly what you want to say.

To determine your purpose, consider the following:

- **Audience.** To whom are you presenting? What are the audience's special interests and concerns? Which part is most interesting or significant to the audience? How will they react to your topic? Are there any special or technical terms that should be defined?

- **Order of importance.** What aspects of my topic are most important or most serious? Choose three or four main points.
- **Time.** What can be most easily explained or discussed in the time or space allotted?
- **Purpose.** What do I want my audience to know, understand, believe, or do when I am finished? The answer to this question should be clearly written and focus on your three to four main points. This sentence will serve as your purpose statement.

Sample purpose statement: "By the end of my presentation on _________________, I want my audience to know/understand/believe/do _____________________, ______________________, and _____________________."

b. Researching and Organizing Your Presentation

The next step is to thoroughly research each point so you can find **evidence** to **support** your statement. Remember, providing supportive evidence lends to the overall credibility of your presentation.

To begin your research, check out:

- ✓ Online resources (make sure online sources are credible)
- ✓ Library
- ✓ Encyclopedias
- ✓ Newspapers
- ✓ Magazines
- ✓ Interview an expert

Look for **facts**, **figures**, **statistics**, and **definitions**. Consider using **expert testimony**, **quotations**, **personal stories**, and **humor** that will communicate your purpose. You may find necessary to rewrite your purpose statement, having discovered some new things about your topic.

There are several ways to organize your presentation:

- **Topical**. Best when there are several ideas to present and one idea seems to naturally precede the other. This is a common pattern used for informative and entertaining presentations.
- **Chronological**. Best when you want to organize your points using time sequence. This is a common pattern in informative and persuasive presentations, both of which require background information.
- **Problem/Solution**. Best for persuasive presentations. The first part of a presentation details a problem. The second part presents a solution.
- **Cause/Effect**. Best for persuasive presentations. The first part describes the cause of a problem. The second describes its effect.

c. Planning Your Presentation

Visual tools such as **outlines** or **concept maps** can help you see the overall structure of a topic and how the main points are linked.

Your outline/concert map should include:

- ✓ Purpose statement
- ✓ Introduction - Introducing your main points
- ✓ Each of the main points you intend to address
- ✓ Any sub-points or issues
- ✓ The evidence that supports each point or argument
- ✓ Conclusion - Repeating your main points, essentially repeating your introduction
- ✓ Any questions you would ask or anticipate from the audience

d. Practice Your Presentation

- ✓ Consider using charts, graphs, maps, images, pictures, handouts, video or music to enhance your presentation.

- ✓ You might use a microphone, chalk board, white board, overhead projector, slide projector, laptop, presentation software or other equipment or material to help get your point across.

- ✓ When using presentational aids, make sure you know how to use them.

- ✓ Practice setting them up and operating them to get an idea of the time it will take.
- ✓ The more you practice, the more confident and polished your presentation will become.

- **There are several ways to organize your presentation:**

- ✓ When you practice, use your notes until you are comfortable without them. Your delivery should be natural.
- ✓ Remember, you're talking to the audience, not reading your notes.
- ✓ To become aware of your gestures, vocal pitch, facial expressions, and general delivery, video yourself giving the presentation. If you don't have access to such equipment, use a tape-recorder or practice in front of a mirror.
- ✓ Ask others to listen to you give your presentation. When finished, ask for constructive feedback.

- **Giving Your Presentation: Last Minute Tips**

  - ✓ Visualize yourself giving the presentation.
  - ✓ Realize that the audience wants you to succeed.
  - ✓ Turn your nervousness into positive energy.
  - ✓ Talk rather than read. Avoid rote memorization.
  - ✓ Speak at a volume appropriate to the room and size of the audience.
  - ✓ Your voice should be heard in the back of the room.
  - ✓ Vary the pitch of your voice.
  - ✓ Stand up rather than sit.
  - ✓ Make eye contact.
  - ✓ Make sure any aid you use can be clearly heard/seen by the entire audience.
  - ✓ Focus on main arguments.
  - ✓ Don't remain behind the podium. Move around occasionally, but don't pace.
  - ✓ Smile and gesture when appropriate.
  - ✓ Maintain energy and enthusiasm throughout the presentation.
  - ✓ Finish your talk within the time limit.
  - ✓ Summarize your talk both at the beginning and the end.
  - ✓ Respond to audience needs. For example, adjust temperature if possible,
  - ✓ provide extra handouts, etc.
  - ✓ Be flexible, but stay focused.
  - ✓ Respond to questions.
  - ✓ Give the audience an opportunity to critique your presentation by supplying them
  - ✓ with a short, anonymous evaluation form.
- **Technical Tips:**
  - ✓ Back everything up.
  - ✓ Don't give an important presentation without on-site technical support.
  - ✓ Assume your technical equipment will fail. Have a back-up plan.
  - ✓ Beware of connecting to the Internet during your presentation. You never know
  - ✓ when your connection may fail.

Self-Check 3	Written Test

Name: ____________________________ Date: _________________

I. Directions: Match Column A with Column B.

Column A	Column B
_____ 1. Arranged systematically in columns	A. Audience
_____ 2. Useful for giving a quick comparison of quantities of goods or sums of money	B. Bar Graph
_____ 3. Formed by a circle representing percentage of a whole	C. Chronological
_____ 4. To whom a report is presented	D. Concept Map
_____ 5. Source of information	E. Conclusion
_____ 6. Used for informative and entertaining presentations	F. Introduction
_____ 7. Using time sequence	G. Laptop
_____ 8. Persuasive presentations	H. Online Resources
_____ 9. Visual tool to see the overview of the topic	I. Pictures
_____10. Enhances oral presentation	J. Pie Chart
	K. Problem/Solution
	L. Table
	M. Topical Presentation

II. Give what is being asked for:

16. What are the seven (7) parts of a concept map? (7 pts.)

17. Give the four (4) steps in preparing an oral presentation. (4 pts.)

18. Give at least four (4) tips in giving an oral presentation. (4 pts.)

Note: **Satisfactory rating -25 points** **Unsatisfactory - below 25 points**

You can ask you teacher for the copy of the correct answers

Operation Sheet 3	How to Make a PowerPoint Presentation

PURPOSE:

To make a PowerPoint presentation.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area or computer laboratory.

EQUIPMENT TOOLS AND MATERIALS :

Computer with Microsoft Office

PROCEDURE:

A. Creating a New Presentation Using a Design Template

You can choose a design template or a blank presentation. A **design template** is a presentation with a professionally designed format and color scheme to which you need only add text. You can use one of the design templates that come with PowerPoint, or you can create your own.

In this exercise, you start a new presentation with a design template.

1 If you quit PowerPoint at the end of the last lesson, restart PowerPoint now.

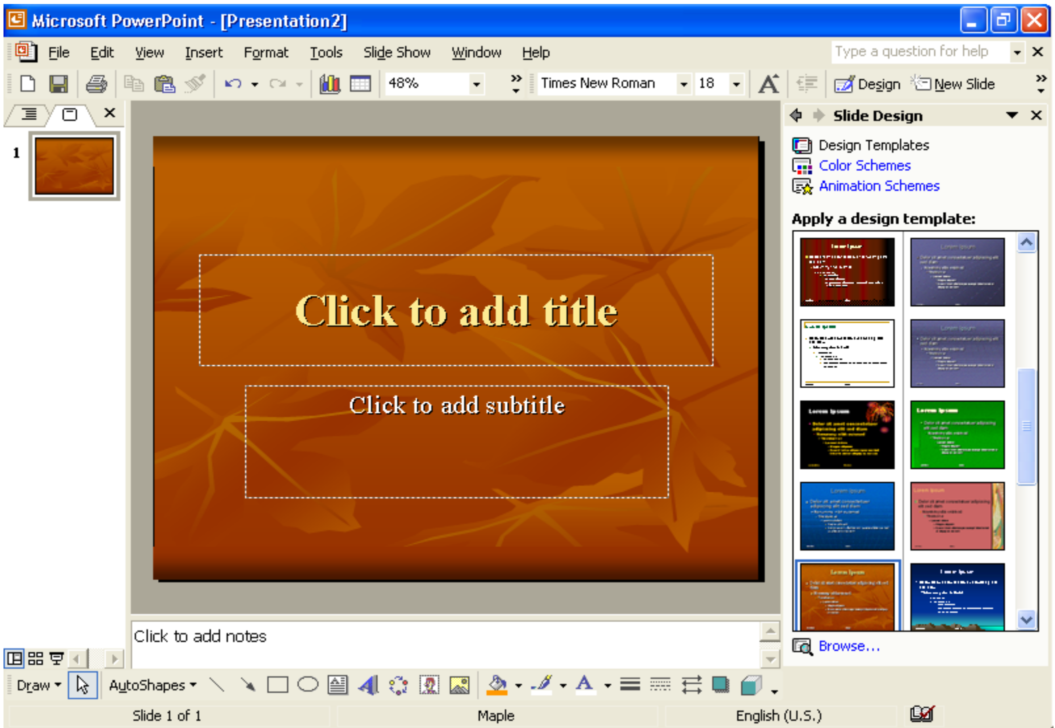
2 On the View menu, click Task Pane, if necessary, to display the New Presentation task pane.

3 In the New Presentation task pane, click From Design Template.
The Slide Design task pane appears with a variety of design templates listed in alphabetical order.

4 In the Slide Design task pane, point to a design template.
The name of the design template appears as a ScreenTip, and a down arrow appears on the right side of the design.

5 In the Slide Design task pane, click the down arrow on the right side of the design template.
A menu appears with commands that let you apply the design template to the entire presentation or to selected slides or change the size of the preview design templates in the Slide Design task pane.

6 In the Slide Design task pane, drag the scroll box down until the Maple slide design appears in the task pane, and then click the Maple slide design.
The Maple slide design is applied to the blank slide in the Slide pane.



7 Close the Slide Design task pane by clicking its close button.

B. Entering Text in the Slide Pane

To add text to a presentation, including titles and subtitles, you can enter text into either the Slide pane or the Outline tab in Normal view. The Slide pane allows you to enter text on a slide using a visual method, while the Outline tab allows you to enter text using a content method. The Slide pane displaying the Title Slide layout includes two text boxes called **text placeholders**. The upper box is a placeholder for the slide's title text. The lower box is a placeholder for the slide's subtitle text. After you enter text into a placeholder, the placeholder becomes a **text object**, a box that contains text in a slide. In this exercise, you title a slide and add a subtitle.

1 Click the Outline tab if necessary in the Outline/Slides pane.

2 In the Slide pane, click the text placeholder *Click to add title*.

A selection box surrounds the placeholder, indicating that the placeholder is ready for you to enter or edit text. The placeholder text disappears, and a blinking insertion point appears.

3 Type **Recruiting New Clients**.

Notice that the text appears in the Outline tab at the same time.

If you make a typing error, press Backspace to delete the mistake, and then type the correct text.

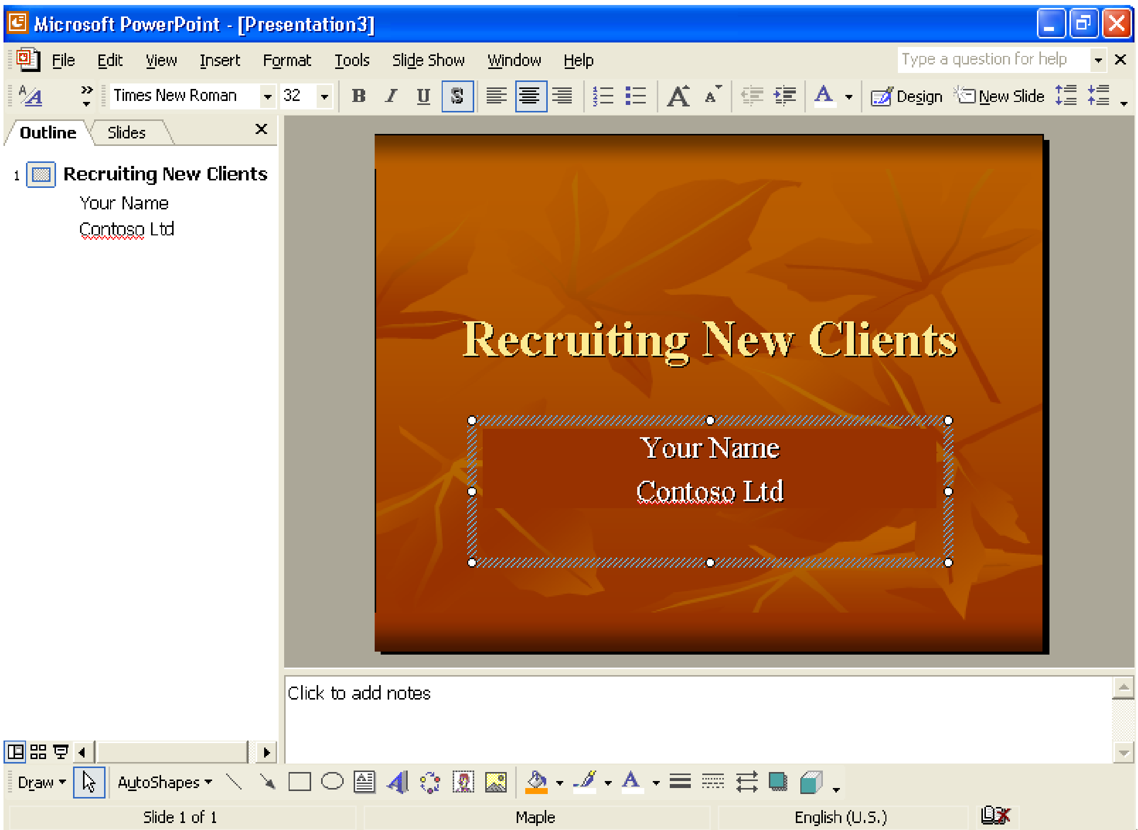
4 Click the text placeholder *Click to add subtitle*.

The title object is deselected, and the subtitle object is selected.

5 Type **Your Name** and then press Enter.

6 Type **Contoso, Ltd**.

Your presentation window should look like the following illustration:



C. Creating a New Slide

You can quickly and easily add more slides to a presentation in two ways: by clicking the New Slide button on the Formatting toolbar directly above the task pane or by clicking the New Slide command on the Insert menu. When you use either of these methods, PowerPoint inserts the new slide into the presentation immediately following the current slide, and the Slide Layout task pane appears with twenty-seven predesigned slide layouts, any of which you can apply to your new slide. You select a layout by clicking it in the Slide Layout task pane. The layout title for the selected slide layout appears as you roll the mouse over each choice.

Slide layouts allow you to create slides with specific looks and functions. For example, you can choose a layout that displays only a title on a slide, or a layout that provides placeholders for a title and a graph.

In this exercise, you create a new slide and then enter text in it.

1 On the Formatting toolbar, click the New Slide button.

The Slide Layout task pane appears. PowerPoint adds a new, empty slide after the current slide in the Slide pane and creates a new slide icon in the Outline tab.

PowerPoint applies the default Title and Text slide layout (a title and bulleted list) to the new slide. The status bar displays *Slide 2 of 2*.

2 Type **Develop a Plan**.

Notice that the new slide and the new title appear in the Outline pane when you create them in the Slide pane. PowerPoint lets you work directly in the Slide pane and Outline tab to enter your ideas.

> If you start typing on an empty slide without first having selected a placeholder, PowerPoint enters the text into the title object.

3 Close the Slide Layout task pane.

D. Entering Text in the Outline Tab

The Outline tab shows the presentation text in outline form just as if you had typed the text using Outline view in Microsoft Word 2002. The outline pane allows you to enter and organize slide title and paragraph text for each slide in a presentation. In the Outline tab, the slide title text appears to the right of each slide icon, and the paragraph text appears underneath each title, indented one level. To enter text in the Outline tab, you click where you want the text to start, and then you begin typing. While working in the Outline tab, you can also create a new slide and add title and paragraph text by using the New Slide command or the Enter key.

In this exercise, you enter paragraph text in an existing slide, and then create a new slide and add text to that slide in the Outline tab.

1 Position the pointer—which changes to the I-beam pointer—to the right of the title in slide 2 in the Outline tab, and then click the blank area.

A blinking insertion point appears.

2 Press Enter.

PowerPoint adds a new slide in the Slide pane and a new slide icon in the Outline tab, with the blinking insertion point next to it.

3 Press Tab.

Pressing Tab indents the text to the right one level and moves the text from slide 3 back to slide 2. The slide icon changes to a small gray bullet on slide 2 in the Outline tab.

> To add paragraph text to slide 2 instead of starting a new slide, you need to change the outline level from slide title to a bullet.

4 Type **Develop a list of contacts** and then press Enter.

PowerPoint adds a new bullet at the same indent level. Notice that once you press Enter after typing bulleted text, the bullet becomes black. Also note that the text wraps to the next line in the Outline tab without your having to press Enter.

5 Type **Schedule periodic phone calls to prospective clients** and then press Enter.

6 Type **Re-evaluate your strategy regularly** and then press Enter.

7 On the Outlining toolbar, click the Promote button.

IMPORTANT

If the Outlining toolbar is not visible on your screen, click the View menu, point to Toolbars, and then click Outlining.

PowerPoint creates a new slide with the insertion point to the right of the slide icon.

8 Type **Make the Client Number One** and then press Enter.

9 Press Tab.

PowerPoint creates a new indent level for slide 3.

10 Type **Be creative** and then press Enter.

A new bullet appears.

11 Type **Stay positive**, press Enter, and then type **Be tenacious**.

12 Hold down Ctrl, and then press Enter.

A new slide appears.

13 Type **Summary**, press Enter, and then press Tab.

PowerPoint creates a new indent level for slide 4.

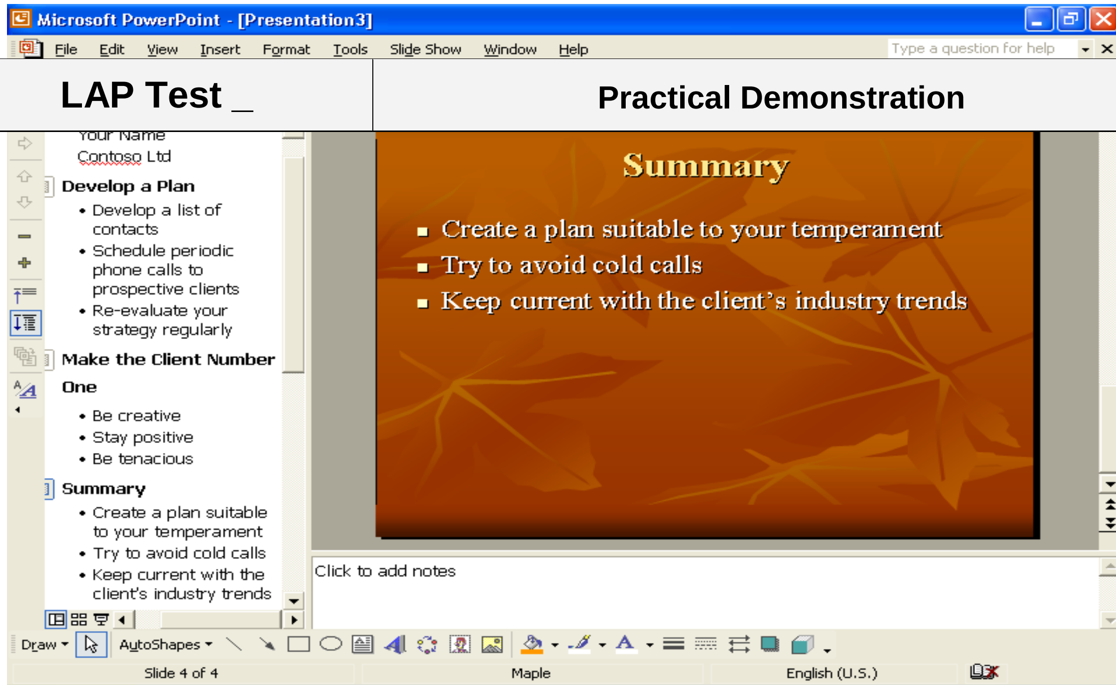
14 Type **Create** a plan suitable to your temperament and then press Enter.

15 Type **Try to avoid cold calls** and then press Enter.

16 Type **Keep current with the client's industry trends**.

Your presentation window should look like the following illustration:

LAP Test _	Practical Demonstration



E. Showing Slides in Slide Show View

At any time during the development of a presentation, you can quickly and easily review the slides for accuracy and flow in Slide Show view. Slide Show view displays the slides in order by slide number, using the entire screen on your computer.

In this exercise, you display slides in Slide Show view.

1 In the Outline pane, click the slide 1 icon, if necessary.

2 Click the Slide Show button.
PowerPoint displays the first slide in the presentation.

To end a slide show before you reach the last slide, press Esc.

3 Click the screen to advance to the next slide.

4 Click one slide at a time to advance through the presentation. After the last slide, click to exit Slide Show view.
PowerPoint returns to the current view.

- **PRECAUTIONS:**
  - ✓ Avoid unnecessary activities.
- **QUALITY CRITERIA:**
  - ✓ Clear and legible information
  - ✓ Correct format

Name: ______________________________ Date: ______________________

Time started: ________________________ Time finished: ________________

Instructions:

You are required to perform the following:

1. In this activity you'll listen to an interaction between a Help Desk Operator and a client who is making a request for help. You'll complete a database form (to log the call) as though you are the Help Desk Operator receiving the call.

a) Listen to this interaction between a Help Desk Operator and a client.
b) Use the **Database form template** to log the details of the request.
c) Save a copy of your completed form if you know how to do this.

2. Your teacher will give you notes of a management meeting. Prepare the minutes of the meeting.

3. Your teacher will give you a certain topic. Make a presentation using Microsoft Office PowerPoint. Then prepare for a 10-minute presentation in front of the class

4. Request your teacher for evaluation and feedback

Acknowledgement

The FEDERAL TVET BUREAU wishes to extend thanks and appreciation to the trainers who donated their time and expertise to the revised of this

Out Come Based Curriculum and TTLM for the TVET Program

Industrial electrical machine drive technology

Level - II.

Moreover, we are pleased to appreciate and thank ALL REGIONAL TVET BUREAU Human Resource office programmers for active facilitation of the revision of the curriculum.

The trainers (who developed *this outcome based* curriculum and TTLM)

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6	MULU DAMANE	Trainer	ADDIAABEBA	
7	MERON HUSEN	Trainer	HARER	
8	YIMER SEID	Trainer	AFAR	
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