

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Communication in the Workplace
Unit Reference Number:	T/615/9112
Level:	Level 2
Credit Value:	2
Minimum GLH:	16

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the importance of positive verbal and non-verbal interaction in the workplace	1.1 Describe the importance and benefits of positive verbal communication with colleagues in the workplace
	1.2 Describe the importance and benefits of positive verbal communication with customers/clients
	1.3 Describe, giving examples, what is meant by non-verbal communication and explain its importance in face-to-face interaction
	1.4 Describe the importance of clarity, tone and manner when communicating by telephone
2. Be able to demonstrate positive verbal and non-verbal interaction	2.1 Demonstrate appropriate and inappropriate ways of communicating verbally
	2.2 Demonstrate ways in which non-verbal communication can be used positively to support face-to-face communication
	2.3 Listen and respond to others, acknowledging their right to hold opinions that differ from own
3. Be able to produce positive written communications in the workplace	3.1 Produce written business communications in at least two formats, using language, tone and register appropriate to the recipient and the formality of the situation