

Domain	FOUNDATION COMMUNICATION SKILLS	Unit ID: 1151
Title:	Interact with others in a workplace environment	
Level: 1		Credits: 5

Purpose

This unit standard specifies the competencies required to interact with others in a workplace environment. It includes oral communication skills, non-verbal communication and communicating in team. This unit standard is intended for people requiring basic skills to interact with others in any workplace environment.

Special Notes

1. The language to be used in the activities described in this unit standard must be English.
2. This unit standard may be used as a core or elective within any vocationally based qualification.
3. Assessment evidence may be collected from a real workplace or a simulated real workplace in which evidence of naturally occurring interactive communication can take place.
4. *Naturally occurring evidence* must be derived from activities within a learning programme and/or from a candidate's actual work performance and/or everyday life. It is important the candidate is made aware that evidence of competence may be gathered while undertaking their study or work and that this does not create undue stress for them.
5. Interactions will be face-to-face and will include at least a one-to-one and a small group situation. The one-to-one interaction may be by an electronic medium, but all participants in the small group interaction must be physically present. The interactions must be of sufficient length and complexity to provide adequate evidence of competence in listening and speaking. At all times the quality of the interactions, considered as a whole, is more important than length.
6. The assessor must be satisfied that the candidate can demonstrate an understanding of, or competency against, the unit standard as a whole.
7. Assessment for this unit standard must take in account of the cultural identity and norms of participants, which may influence how they participate in the interactions.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 11, 2007
 - Occupational Health and Safety Regulations No. 18, 1997 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this Subfield may be awarded by institutions that meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and that comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Apply oral communication skills

Performance Criteria

- 1.1 Use of oral communication in a workplace is explained.
- 1.2 The importance of listening in an oral communication is explained.
- 1.3 Positive and negative oral communication behaviours are identified.
- 1.4 Open and closed questions are developed from given information

Element 2: interpret non-verbal communications

Performance Criteria

- 2.1 Different kinds of non-verbal communication are described.
- 2.2 Non-verbal messages are interpreted.

Element 3: Apply communication skills in a team

Range

Ways to solve team conflicts include the WIN oral communication formula and EASIER conflict resolution steps.

WIN stands for “When”, “I” and “Need”. The WIN formula is a way to communicate that will help you if you have a problem with another person.

The WIN formula uses “I” messages. When you use the WIN formula, you do the following:

- Start with When: this tells the other person exactly what behaviour is bothering you.
- Then add an “I” message to say how you feel.
- End by telling the person what you Need.

Examples:

- “When you are late, I get angry. I need you to be more aware of my time.”
- “When you made that decision, I thought it was bad. I need to have a meeting with you so I can explain how my work has been affected.”

EASIER refers to a conflict resolution process whereby you use the following steps to resolve a conflict:

- Explain
- Actively listen
- Solve
- Implement
- Evaluate
- Reflect

Performance Criteria

- 3.1 Characteristics of an effective team are described.
- 3.2 Different ways to solve team conflicts and problems are described.
- 3.3 Effective group decisions are made.

Registration Data

Subfield:	Communication skills
Date first registered:	27 March 2013
Date this version registered:	27 March 2013
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority