Cambridge TECHNICALS in IT

Unit 1: Communication & Employability Skills for IT

LO 2: Understand the principles of effective communication.

Compute-IT have employed some new people but they need training on how to effectively communicate with clients.

We don't want them putting Compute-IT's reputation in jeopardy by doing something wrong…

Interpersonal Skills

- Verbal conversation

- Lip reading

- Signing

Cues in Verbal Exchanges

- Body language

- Use of intonation (the rise and fall, in pitch, of your voice when speaking)

- Nodding

- Summarising & paraphrasing

Questioning Techniques

- Closed questions

- Open questions

- Probing questions

- Response times

Written Communication

- Emoticons

- Note taking

- Reports

- Letters

- Faxes

- Email

Proofing Documents

- Grammar checking

- Spell checking

- Proofreading

- Punctuation

Barriers to Effective Communication

- Language

- Distraction

- Noise

- Lack of concentration

✓ **(P2) Principles of Effective Communication**

– Create a presentation (accompanied by speech notes) to deliver to the new employees to fully explain all of the principles of effective communication.

– Give relevant examples for each point made.

✓ **(P3 & D1) Potential Barriers to Effective Communication**

– (P3) Add to your presentation to explain each of the barriers to effective communication.

– (D1) Explain how each potential barrier could be reduced.

✓ **(P4) Interpersonal Skills**

– Your teacher will complete an <u>observation form</u> with you detailing where and when you have used effective interpersonal skills.