

# **BUSINESS COMMUNICATION**

**UNIT CODE:** BUS/CU/HRM/CR/05/5/A

## **Relationship to Occupational Standards**

This unit addresses the Unit of Competency:

## **Undertaking Business Communication**

**Duration of Unit:** 70 Hours

## **Unit Description**

This unit covers the competencies required in undertaking business communication. It involves handling correspondences, maintaining records, aligning response time to service charter, safeguarding confidentiality of information, implementing organization policies and managing communication on social media platforms.

## **Summary of Learning Outcomes**

1. Identify forms of business communication
2. Identify the HR communication process
3. Align response time to service charter
4. Implement organization policies on communication
5. Safeguard confidentiality in HR communication
6. Manage communication on social media platforms

## Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identify Forms of Business Communication	<ul style="list-style-type: none"> <li>• Introduction to business communication</li> <li>• Importance of business communication</li> <li>• Discussion of forms of Business communication</li> <li>• Identification of means of communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written report</li> </ul>
2. Identify the HR Communication Process	<ul style="list-style-type: none"> <li>• Introduction of communication cycle</li> <li>• Types of communication</li> <li>• Barriers of communication</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written report</li> </ul>
3. Align Response Time to Service Charter	<ul style="list-style-type: none"> <li>• Introduction to service charter</li> <li>• Importance of service charter</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written report</li> </ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
4. Implement Organization Policies on Communication	<ul style="list-style-type: none"> <li>• Introduction to organization policies on communication</li> <li>• Channels of communication</li> <li>• Roles of HR in communication</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written report</li> </ul>
5. Safeguard Confidentiality in HR Communication	<ul style="list-style-type: none"> <li>• Introduction to confidentiality</li> <li>• Importance of confidentiality</li> <li>• Classification of information</li> <li>• Methods of securing information</li> <li>• Challenges of safeguarding confidentiality in human resource communication</li> <li>• Advantages and disadvantages of safeguarding confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written report</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
6. Manage Communication on Social Media Platforms	<ul style="list-style-type: none"> <li>• Introduction to organization HR social media requirements</li> <li>• Identification of social media platforms</li> <li>• Content for use on social media platforms</li> <li>• Ethics for social media practices</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written report</li> <li>• Project</li> </ul>

### Suggested Delivery Methods

- Instructor led facilitation of theory
- Demonstrations by trainer
- Practical work by trainee
- Viewing of related videos
- Project
- Group discussions

### Recommended Resources

- Office stationeries
- Computers and computer software
- Printers
- Projectors