

Methods of Communication



- On the whiteboard write down any methods of communication that you know

Written Communication Skills



UNIT 1: COMMUNICATION & EMPLOYABILITY SKILLS

By the end of this lesson...



● You will know

- A. Be able to identify the different written methods of communications
- B. Be able to explain what the written communication skills are

Assessment Criteria - Covered



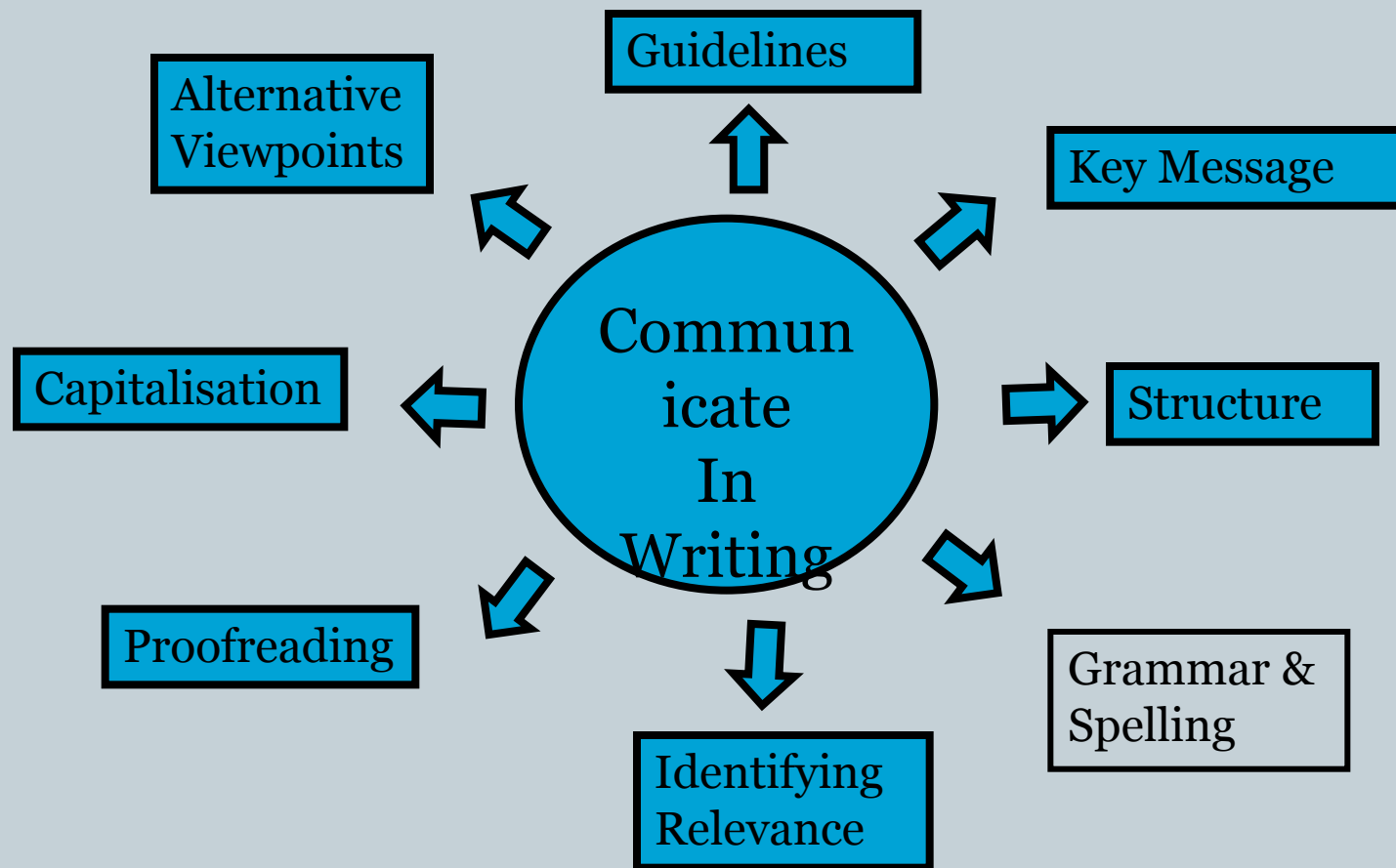
- Explain the principles of effective communication (P2)

Written Communication – Activity 1



- On the sheets provided write down three written forms of communication and three electronic forms of communication

Effective communication in writing has a number of common elements



Written Communication – Activity 2

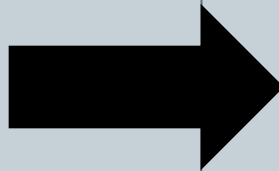


- On the sheets provided (on the VLE – Methods of Communication)

Written Communication

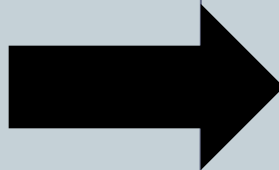


- Application form
- Contract of employment
- CV
- Driving licence



Formal

- Agenda for a meeting
- E-mail
- Birthday card Letters



Informal

Written Communication – Activity 3



- On the sheets provided (on the VLE – Methods of Communication)

Written Communication – Good Practice

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- Follow organisational guidelines and procedures
 - Ensure that you have identified and conveyed key messages in writing
 - Use correct grammar and spelling
 - Structure writing into a logical framework
 - Be able to identify relevant information in written communications
 - Be able to review and proofread own written work
 - Be able to conveying alternative viewpoints
 - Be able to review and edit documents created by others
 - Become proficient at taking notes

Task



- **Produce a leaflet** that explains the principles of effective communication. It must discuss 3 points from each of the following areas:

General	Interpersonal	Written
Cultural Differences	Methods	Guidelines
Adapting content and style to suit audience needs	Techniques and Cues	Smileys or Emoticons
Question and Answer	Positive and Negative Language	Key messages (eg letter, fax, email)
Accuracy	Active Engagement	Grammar & Spelling
Techniques for engaging audience	Barriers	Structure
	Types of Question	Identifying Relevance
		Proofreading
		Alternative viewpoint
		Note taking
		Capitalisation

Plenary

