

NOCC-A21 Electrician: Competence Package

Relevant Occupation/trade title: Electrician			SAQA ID: 91761		
Learning Area 1: Prepare for work			Total Hours:	264	
Learning Project 3: Communicate professionally (internally and externally) and apply basic conflict solving techniques			Total Hours:	24	
Requisite learning areas/projects to be in place (Pre-requisite and co-requisite):		LA1 LP1+2			
Learning project description: Apprentices learn to communicate professionally in the workplace and effectively, resolve conflicts through basic conflict solving techniques (e.g. awareness of conflict situations, common reasons for conflicts and basic methods for resolution) to maintain productive work relations					
Activity phase	Practical Skills Modules Content	Underpinning Knowledge Module Content	Work Experience Module Content (Exposure to be given)	Didactical-methodological advice	Learning materials/Tools and Equipment
Reference to QCTO Curriculum	PM: NONE	KM: NONE	WM: NONE		
Planning/Preparation	<p>Provide access to (Given): Communication and conflict scenarios/tasks with various stakeholder groups (internal and external, on different hierarchical levels), email, phone, MSOffice.</p> <p>Apprentices must be able to do/perform the following (hard and soft) skills:</p> <p>Identify appropriate</p>	<p>Knowledge of:</p> <p>Professional Communication techniques including:</p> <ul style="list-style-type: none"> Interactive communication techniques, including active listening, questioning, seeking and responding to feedback, and interacting effectively with others Recognition of different personal communication styles 	<p>Under supervision:</p> <ul style="list-style-type: none"> Identify and clarify organisational requirements and workplace procedures related to internal and external communication Communicate work information effectively in a team meeting Answer telephone calls and take messages Process requests from 	<p>Instruction/lecture Group discussions with cards Role-plays for communication techniques and conflict resolution Scenarios/Case study Videos and multimedia presentations</p>	<p>Print materials, electronic files, software applications incl.:</p> <p>Learner manual General correspondence standards/forms General letter and memo, notes and reporting templates Corporate design / layout</p> <p>Training workshop and</p>

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	<p>communication procedures</p> <ul style="list-style-type: none"> • Identify appropriate ways of communication with colleagues and managers • Identify appropriate ways of communication with external stakeholders • Apply the communication method most appropriate for the given task/scenarios <p>Communicate positively in the workplace and with clients</p> <ul style="list-style-type: none"> • Use effective questioning, active listening and conversational skills to gather and convey information • React appropriately to given instructions (verbally and in writing) • Encourage, acknowledge and act upon constructive feedback • Use appropriate non-verbal behaviour <p>Communicate via Phone, email and fax in a business context:</p> <ul style="list-style-type: none"> • Take telephonic messages and handle basic client inquiries • Leave concise voicemails to communicate 	<ul style="list-style-type: none"> • Giving and receiving constructive feedback • Communication styles appropriate to individual social and cultural backgrounds • Verbal and non-verbal communication: <ul style="list-style-type: none"> ○ Use of positive and confident language ○ Control of tone of voice ○ Body language • Use of communication media in business: <ul style="list-style-type: none"> ○ Telephones (including mobile) ○ Email ○ Facsimile • Characteristics of professional and positive communication • Methods of recording and communicating information (notes, reports, email, etc.) <p>Types of internal and external clients including:</p> <ul style="list-style-type: none"> • Clients from a range of social and cultural backgrounds • Outside contractors • Suppliers • Colleagues <p>Basic Conflict solving:</p> <ul style="list-style-type: none"> • Basic conflict theory, including signs, stages, levels, factors involved and 	<p>colleagues and clients using internet and email</p> <ul style="list-style-type: none"> • Identify potential conflict situations in the workplace and discuss ways to sensitively resolve them 		<p>laboratory equipment incl.:</p>
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	<p>information</p> <ul style="list-style-type: none"> • Write business emails and respond to email inquiries. <p>Identify and resolve basic conflict situations</p> <ul style="list-style-type: none"> • Identify potential for conflict and take action to prevent escalation • Identify and evaluate the impact of conflict on business reputation and legal liability • Establish and agree on the nature and details of the conflict • Evaluate options to resolve the dispute taking any organisational policies and constraints into account • Use effective conflict resolution techniques and communication skills to manage the conflict and develop solutions • Deal with conflict sensitively, courteously and discreet (minimising impact on other colleagues and most importantly customers) 	<p>results</p> <ul style="list-style-type: none"> • Different social and cultural practices relating to conflict • Organisational policies and procedures for complaint, conflict and dispute resolution. • Basic conflict-solving <p>Required interpersonal attributes to develop rapport with other conflict parties including:</p> <ul style="list-style-type: none"> • Empathy to develop understanding with and for the other party • Flexibility to adjust quickly to differing situations • Assertiveness • Emotional balance <p>Types of business conflicts including:</p> <ul style="list-style-type: none"> • Customers whose needs or expectations have not been met • Delays or poor delivery of product or services • Difficult or demanding customers • Disputes or arguments among work colleagues • Drug or alcohol-affected persons • Human resource issues <p>Approaches to conflict</p>			
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		<p>resolution including:</p> <ul style="list-style-type: none"> • withdrawal • smoothing • compromise • forcing • confrontation • problem solving • compromise • majority vote • arbitration <p>Conflict resolution and communication techniques, including:</p> <ul style="list-style-type: none"> • active listening • non-verbal communication skills • language style • use of appropriate language • negotiation skills • mediation skills 			
Total	Hours: 24				
Specialisation additions					
Assessment guidance					
<p>Criteria for assessment:</p> <ul style="list-style-type: none"> • Communicating with colleagues and superiors in a manner suitable to the work environment (role play exercise) • Resolving different workplace conflicts using a range of conflict resolution and communication techniques • Selecting conflict resolution strategies that are most effective for the objective 					