

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



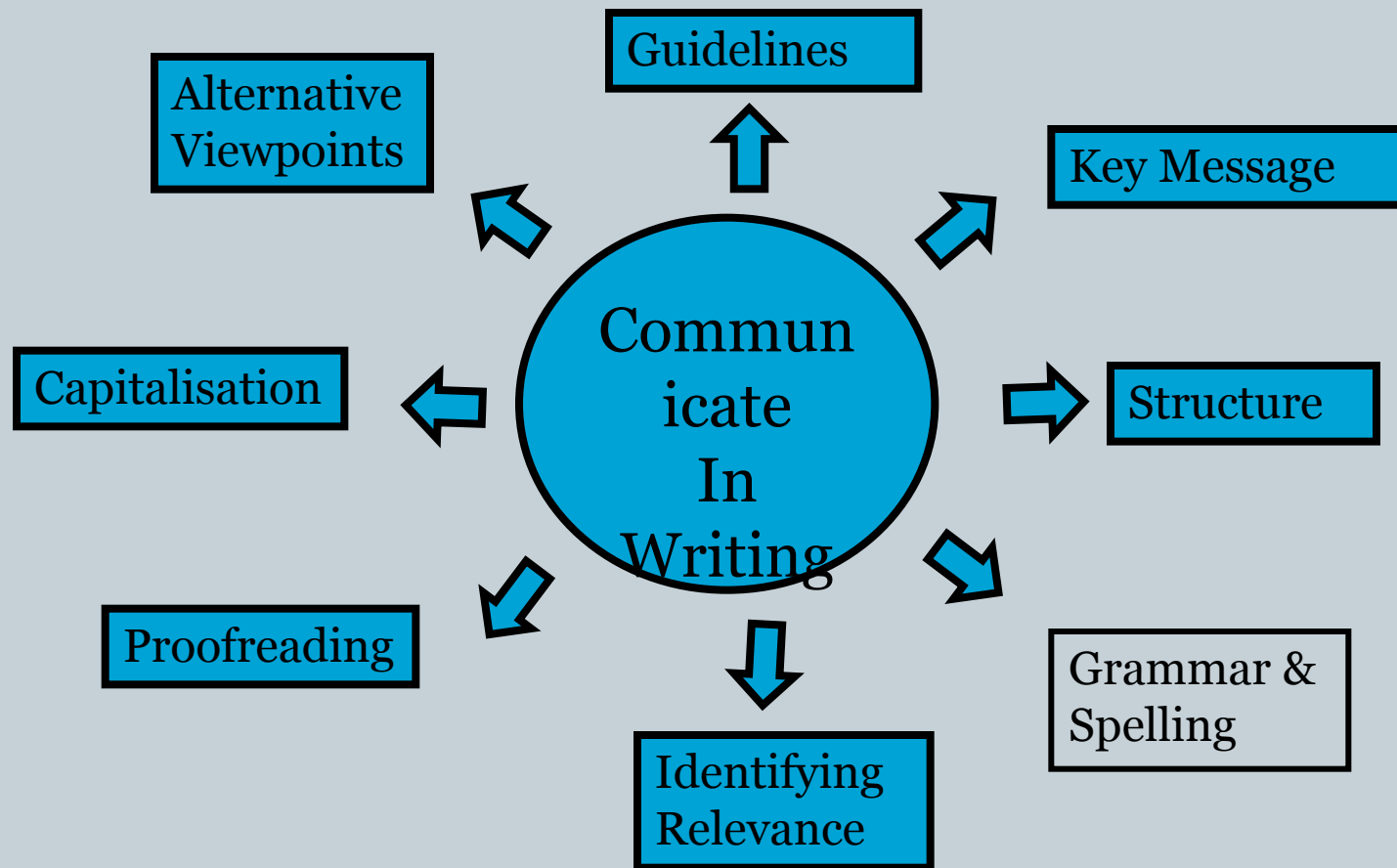
- Explain the principles of effective communication (P2)

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

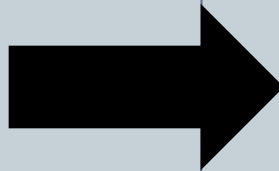


- On the sheets provided (on the VLE – Methods of Communication)

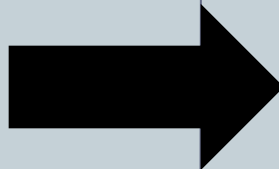
Written Communication

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

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



Formal




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

