

Communication awareness

- Clarify your role in passing on oral instructions from others and the purpose of giving information or instructions to colleagues or customers
- Understand that the same information can be presented in different ways to different people, e.g. colleagues and customers
- Consider the type of language to use, e.g. more formal with customers and superiors, less formal with colleagues
- Understand how body language can be used to emphasise key points
- Understand how intonation can be used to emphasise key points

Pass on oral instructions and other information to colleagues /customers

Speaking skills

- Use pronunciation, vocal stress, intonation and appropriate body language to convey instructions or information clearly
- Maintain appropriate eye contact with customers
- Use a calm tone when speaking to colleagues and customers
- Summarise key points
- Use strategies to clarify and confirm understanding by others either face-to-face or on the telephone

Listening skills

- Listen to and respond appropriately to questions requiring clarification either face-to-face or on the telephone
- Interrupt politely to clarify meaning and, if appropriate, to write down key points or complicated data
- Identify and respond appropriately to feelings and opinions expressed by others

Content

- Be clear about the information or instructions you are going to pass on to colleagues or customers
- Consider how much detail to include when passing on instructions and other information.
- Make notes of the main points in lengthy oral communications
- Use visual aids to clarify key points, e.g. PowerPoint or storyboard, if appropriate