# Unit: T/506/1798: Unit 201 - Communicate work-related information (TL new)

*.*

1. **Understand the principles and techniques of work-related communication**

|  |  |
| --- | --- |
| * 1. Describe communication techniques used to gain and maintain the attention and interest of an audience

***Answer:*** |  |
| * 1. Explain the principles of effective written business communications

***Answer:*** |
| * 1. Explain the principles of effective verbal communications in a business environment

***Answer:*** |
| * 1. Describe the importance of checking the accuracy and currency of information to be communicated

***Answer:*** |
| * 1. Describe the importance of explaining to others the level of confidence that can be placed on the information being communicated

***Answer:*** |  |
| * 1. Describe the advantages and disadvantages of different methods of communication for different purposes

***Answer:*** |  |

1. **Be able to communicate work-related information verbally**

|  |  |
| --- | --- |
| 2.1 Identify the information to be communicated |  |
| 2.2 Confirm that the audience is authorised to receive the information |  |
| 2.3 Provide accurate information, using appropriate verbal communication techniques |  |
| 2.4 Communicate in a way that the listener can understand, using language that is appropriate to the topic |  |
| 2.5 Confirm that the listener has understood what has been communicated |  |

1. **Be able to communicate work-related information in writing**

|  |  |
| --- | --- |
| 3.1 Identify the information to be communicated |  |
| 3.2 Provide accurate information using the appropriate written communication methods and house styles |
| 3.3 Adhere to any organisational confidentiality requirements when communicating in writing |
| 3.4 Use correct grammar, spelling, sentence structure and punctuation, using accepted business communication principles and formats |  |
| 3.5 Justify opinions and conclusions with evidence |  |