

AO2 EVIDENCE

2 Understand the principles of effective communication	P2 explain the principles of effective communication		
	P3 discuss potential barriers to effective communication		D1 explain how some of the potential barriers can be reduced
	P4 demonstrate a range of effective interpersonal skills		

Explain: set out purposes or reasons,
Demonstrate: show an understanding,

Discuss: present, explain and evaluate points,
Evaluate: strengths, weakness impact/ Improvements

Assessment Criteria P2, P3 and D1

Learners could produce a report or presentation explaining the principles of effective communication and the potential barriers. This must draw on a **range (3) of different examples and show knowledge and understanding of all the categories identified in the Teaching Content**. Learners should **explain these giving examples** in context.

The distinction assessment criterion D1 learners must **demonstrate their understanding explaining how some of the identified potential barriers to communication can be reduced or removed**. You must **explain your options and solutions and why they are appropriate**.

Assessment Criterion P4

This could be evidenced by the use of observation by tutors or others which should be supported by documentary evidence. There must be at least three examples of the use of effective interpersonal skills and the learner should identify the situations they are evidencing and why they thought the skills were appropriate.

TASKS

You work for a company that is developing a video training program surround communication. You will create selection of videos that must identify the principle or skill, explain with examples a range of different examples to show knowledge and understanding.

You can cover the assignment using any method you want, however training videos may be useful to show physical evidence of meeting the assessment criteria.

Each piece of evidence must have an introduction and explanation of the principle and examples of it in use. You should example **why** it is a principle for effective communication. For the Distinction criteria you will need to **discuss** potential barriers and **explain** how to overcome barriers.

Part One

1. Introduce what communication is.
2. **Video 1:** Interpersonal skills (e.g. verbal conversation, lip reading, signing),
3. **Video 2:** Cues in verbal exchanges (e.g. body language, use of intonation, nodding, summarising and paraphrasing, active listening)
4. **Video 3:** Barriers to effective communication (e.g. language, distraction, noise, lack of concentration)

Part Two

5. **Report / video** Questioning techniques (e.g. closed, open, probing questions, response times)
 - *You are being interviewed for a job, and want to assess the quality of **interpersonal skills** that the candidate has.*
 - *You will produce **two sets of interview questions**, one will use closed / poor questions. The second will demonstrate your understanding of **good questioning techniques**.*
 - *You will annotate the poor questionnaire to demonstrate the improvement required and the reasons **WHY it improves the questions***
 - *The interview will be recorded and used as evidence, this also gives you the opportunity to demonstrate how to use **good communication skills** and your own **interpersonal skills (P4)***
6. **Report Written** communication (e.g. emoticons, note taking, reports, letters, faxes, email)
7. **Report or Guide** Proofing documents (e.g. grammar checking, spell checking, proofreading, punctuation).