
Overview

This standard is about communicating in writing and verbally in a business environment. It includes communicating information in ways that support the purpose and required outcomes of the communication and which are appropriate for the audience and reflecting on the outcomes of communication in order to identify how to further develop communication skills. It is for administrators who need to communicate in a business environment.

CFABAA615(SQA Unit Code-FE02 04)

Communicate in a business environment

Performance criteria

Plan communication

You must be able to:

- P1 identify the purpose of the communication, the audience and the outcomes to be achieved
- P2 decide which method of communication to use

Communicate in writing

You must be able to:

- P3 identify sources of information that support the purpose of the communication
- P4 select information that supports the purpose of the communication
- P5 present the information using a format, layout, style and house style that is appropriate to the subject matter, work situation and communication channel
- P6 use language that is appropriate to the audience and the purpose of the communication
- P7 organise, structure and present information to suit different audiences
- P8 select and read written material that contains information that is needed
- P9 identify and extract the main points needed from written material
- P10 use accurate grammar, punctuation and spelling to make sure that meaning is clear
- P11 proofread or check work and make any necessary amendments
- P12 evaluate written material to identify how well it met its purpose
- P13 produce the communication to meet deadlines recognising the difference between what is important and what is urgent
- P14 keep a file copy of all communication

Communicate verbally

You must be able to:

- P15 present information and ideas clearly to others
- P16 make contributions to discussions that help to move the discussion forward
- P17 use appropriate body language and voice tone
- P18 listen actively to information that other people are communicating and respond appropriately
- P19 ask relevant questions to clarify anything not understood
- P20 summarise the communication with the person/people being communicated with to make sure the correct meaning has been understood

After communication

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- You must be able to:*
- P21 seek feedback on whether the communication achieved its purpose
 - P22 reflect on outcomes of communication and identify ways to develop communication skills further

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Knowledge and understanding

Plan communication

You need to know and understand:

- K1 the reasons for identifying the purpose of communication, the audience and the outcomes to be achieved
- K2 methods of communication and situations in which to use them

Communicate in writing

You need to know and understand:

- K3 relevant sources of information
- K4 the principles of 'netiquette' in electronic communications
- K5 how to use language appropriate to the audience and the purpose of the communication
- K6 how to organise, structure and present information to different audiences
- K7 how to check the accuracy of the information
- K8 how to use grammar, punctuation and spelling accurately
- K9 how to write in Plain English
- K10 the reasons for proofreading or checking work
- K11 how to recognise when work is urgent or important
- K12 the organisation's procedures for filing written work

Communicate verbally

You need to know and understand:

- K13 how to present information and ideas clearly
- K14 ways of contributing to discussions to achieve objectives and how to adapt contributions to suit different audiences, purposes and situations
- K15 how to use and interpret body language and tone of voice
- K16 methods of active listening
- K17 the reasons for summarising communication

After communication

You need to know and understand:

- K18 how to seek feedback on whether the communication achieved its purpose
- K19 the benefits of reflecting on the outcomes of communication and of identifying ways to further develop communication skills

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Additional Information

Skills

1. analysing
2. communicating
3. organising
4. planning
5. reflecting

CFABAA615(SQA Unit Code-FE02 04)

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