

## S105: Understand how to communicate in a business environment

**Overview:** Understand how to communicate both verbally and in writing in a business environment.

**Links:** All categories

**Specific skills:** • Communicating • Organising • Planning • Reflecting

### Performance Indicators

#### Plan communication

1. Identify the purpose of the communication
2. Decide which method of communication to use

#### Communicate in writing

3. Format information clearly and accurately
4. Use language that suits the purpose of the communication
5. Use accurate grammar, punctuation and spelling to make sure meaning is clear
6. Check work and make any necessary amendments
7. Produce the communication to meet deadlines recognising the difference between what is important and what is urgent
8. Keep a file copy of all communication

#### Communicate verbally

9. Present information clearly to others
10. Make contributions to discussions
11. Listen actively to information other people are communicating
12. Ask relevant questions to clarify anything not understood

#### After communication

13. Seek feedback on whether the communication achieved its purpose
14. Reflect on the outcomes of the communication and identify ways to develop communication skills further

### Knowledge & Understanding

#### Plan communication

- A. The reasons for identifying the purpose of communication
- B. Methods of communication and when to use them

#### Communicate in writing

- C. How to use language that suits the purpose of the communication
- D. How to format information clearly and accurately
- E. How to use grammar, punctuation and spelling accurately
- F. The principles of Plain English
- G. The reasons for checking work
- H. How to recognise when work is urgent or important
- I. The organisation's procedures for filing communications

#### Communicate verbally

- J. How to present information and ideas clearly
- K. How to contribute to discussions
- L. Methods of active listening

#### After communication

- M. How to seek feedback on whether the communication achieved its purpose
- N. The value of reflecting on the outcomes of the communication and of identifying ways to develop communication skills further