S205: Prepare how to communicate in a business environment

Overview: Prepare how to communicate in writing and verbally in a business environment.

Links: All categories

Specific skills: ● Communicating   ● Organising   ● Planning   ● Reflecting

Performance Indicators	Knowledge & Understanding

Performance Indicators

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

Communicate in writing
3. Find and select information that supports the purpose of the communication
4. Organise, structure and present information to suit the audience's needs and what you want to say
5. Confirm and read written material that contains information that is needed
6. Extract the main points needed from written material
7. Use accurate grammar, punctuation and spelling
8. Proofread or check work and make any necessary amendments
9. Produce the communication to meet deadlines recognising the difference between what is important and what is urgent
10. Keep a file copy of all communication

Communicate verbally
11. Present information and ideas clearly to others
12. Make contributions to discussions that help to move the discussion forward
13. Listen actively to information that other people are communicating and respond appropriately
14. Ask relevant questions to clarify anything not understood
15. Summarise the communication with the person/people being communicated with to make sure the meaning has been understood

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

Knowledge & Understanding

Plan communication
A. The reasons for identifying the purpose of communication and the audience
B. Methods of communication and situations in which to use them

Communicate in writing
C. Relevant sources of information
D. How to use language appropriate to the audience, the chosen communication method and the purpose of the communication
E. How to organise, structure and present information for the audience
F. How to check the accuracy of information
G. How to use grammar, punctuation and spelling accurately
H. The principles of Plain English
I. The reasons for proofreading or checking work
J. How to recognise when work is urgent or important
K. The organisational procedures for filing communications

Communicate verbally
L. How to present information and ideas clearly
M. Ways of contributing to discussions that will help to move them forward
N. Methods of active listening
O. The reasons for summarising communication

After communication
P. How to seek feedback on whether the communication achieved its purpose
Q. The value of reflecting on the outcomes of communication and of identifying ways to further develop communication skills