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| Title | **Practice communication and soft skills** | | |
| Level | **4** | **Credits** | **20** |

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| Purpose | This module aims to educate the trainee about the importance and use of effective communication skills. |

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| Classification ISCED | 0611 Computer use |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **E1**. Use effective communication skills | **P1**. Communicate effectively.  **P2.** Interact with other team members for constant improvement.  **P3.** Listen to the customer concerns actively and extract the required information | **K1**. Define the term communication and its types.  **K2**. Establish the importance of communication  **K3**. Know important vocabulary related to call center operations |
| **E2**. Learn Components of Communication. | **P1**. Utilize the three components of communication.  **P2.** Use formal/ informal communication as required | **K1.** Describe the three components of communication namely; Verbal/ Para-verbal / Nonverbal.  **K2.** Have detailed understanding of formal and informal communication. |

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| **E3**. Value 7C’s of Communication | **P1**. Use correct grammar  **P2.** Be concise and know how to summarize a long conversation/message  **P3.** Communicate with clarity in both written and verbal form  **P4.** Speak and leave complete messages  **P5.** Avoid incomplete messages and use complete messages to ensure clear understanding  **P6.** Use concrete and clear sentences and avoid ambiguous/vague sentences  **P7.** Apply courteous approach in verbal/non-verbal / written communication | **K1.** Know the basics of grammar that are essential for telephone communication  **K2.** Learn limited /basic (call center specific) correct grammar tenses that are commonly misused  **K3.** Know how a long conversation or message is summarized and made concise  **K4.** Practice conversations with colleagues, while speaking with clarity and using easily understandable words  **K5.** Understand the disadvantage of an incomplete message  **K6.** Comprehend the importance of being clear / firm and concrete in communication and why it is important to use 7C’s of communication  **K7.** Practice courteous tone and gestures with colleagues, and learn to analyse the impact of such attitude in a positive or negative situation |