

## SFJDE2.1

### Prepare to communicate in a business environment



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#### Overview

Prepare to communicate in writing and verbally in a business environment.

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#### Performance criteria

*You must be able to:*

#### Plan communication

- P1 identify the purpose of the communication and the audience
- P2 decide which method of communication to use

#### Communicate in writing

*You must be able to:*

- P3 find and select information that supports the purpose of the communication
- P4 organise, structure and present information to suit the audience's needs and what you want to say
- P5 confirm and read written material that contains information that is needed
- P6 extract the main points needed from written material
- P7 use accurate grammar, punctuation and spelling
- P8 proofread or check work and make any necessary amendments
- P9 produce the communication to meet deadlines recognising the difference between what is important and what is urgent
- P10 keep a file copy of all communication

#### Communicate verbally

*You must be able to:*

- P11 present information and ideas clearly to others
- P12 make contributions to discussions that help to move the discussion forward
- P13 listen actively to information that other people are communicating and respond appropriately
- P14 ask relevant questions to clarify anything not understood
- P15 summarise the communication with the person/people being communicated with to make sure the meaning has been understood

#### After communication

*You must be able to:*

- P16 seek feedback on whether the communication achieved its purpose
- P17 reflect on the outcomes of communication and identify ways to develop communication skills further

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#### Knowledge and understanding

*You need to know and understand:*

#### Plan communication

- K1 the reasons for identifying the purpose of communication and the audience
- 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 how to use language appropriate to the audience, the chosen communication method and the purpose of the communication
- K5 how to organise, structure and present information for the audience
- K6 how to check the accuracy of information
- K7 how to use grammar, punctuation and spelling accurately
- K8 the principles of plain English
- K9 the reasons for proofreading or checking work
- K10 how to recognise when work is urgent or important
- K11 the organisational procedures for filing communications

#### Communicate verbally

*You need to know and understand:*

- K12 how to present information and ideas clearly
- K13 ways of contributing to discussions that will help to move them forward
- K14 methods of active listening
- K15 the reasons for summarising communication

#### After communication

*You need to know and understand:*

- K16 how to seek feedback on whether the communication achieved its purpose
- K17 the value of reflecting on the outcomes of communication and of identifying ways to further develop communication skills

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### Additional Information

#### Skills

Communicating  
Organising  
Planning  
Reflecting

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	CfA
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<b>Original URN</b>	BAA614
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	NOS for Operational Delivery Contact Centre roles
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<b>Key words</b>	Operational Delivery, Contact Centre,
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