

Title of the Module / Unit	4 – Communication in Organisations
Module / Unit Description Provide a brief description of the module.	<p>This unit examines communication at an organisational level, interpersonal communications, and managing internal and external communications.</p> <p>The success of an organisation or an enterprise depends mainly on effective communication to ensure understanding, involvement and commitment to organisational policies and procedures.</p> <p>This unit aims to develop the learners’ awareness of organisational, personal, team and external communication.</p>
Learning Outcomes	Competences: – at the end of the module/unit the learner will have acquired the responsibility and autonomy to:
	<ul style="list-style-type: none"> a) Analyse communications in organisations b) Understand and develop personal interpersonal communications c) Understand the management of internal and external workplace communications
	Knowledge – at the end of the module/unit the learner will have been exposed to the following:
	<ul style="list-style-type: none"> a) Understand the importance of effective communications in organisations b) Explain interpersonal communications and communication styles c) Identify how management can support different teams and departments within and outside an organisation to communicate effectively
	Skills – at the end of the module/unit the learner will have acquired the following skills:
	<p>Applying knowledge and understanding</p> <p>The learner will be able to:</p> <ul style="list-style-type: none"> a) Identify communication good practices that allow organisation policy and procedures to be followed b) Apply approaches to improve personal communication style c) Plan communication improvements in the workplace and implement the plan.

Judgment Skills and Critical Abilities

This section has been made sufficiently open to accommodate both vocational and academic orientations. Applicants can refer to Judgement Skills, or Critical Abilities (critical skills, dispositions, values and actions), or both.

The learner will be able to:

- a) Evaluate how using different communication practices can achieve workforce commitment to organisational change
- b) Critically analyse communication barriers and weaknesses and solutions to such problems
- c) Examine organisational good practices that support internal and external workplace communications.

Module-Specific Communication Skills

(Over and above those mentioned in Section B)

The learner will be able to:

- a) Explain the importance of good communication practice and systems to ensure the effective development and distribution of new ideas and decisions for change
- b) Explain personal interpersonal communication skills and provide skills evidence including presentation style and networking
- c) Evaluate communication tools, approaches and practices that support effective internal and external communications.

Module-Specific Learner Skills

(Over and above those mentioned in Section B)

The learner will be able to

- a) Identify communication good practices that allow organisation policy and procedures to be followed
- b) Analyse communication barriers and weaknesses and identify solutions to such problems

	<p>Module-Specific Digital Skills and Competences (Over and above those mentioned in Section B)</p> <p><i>(These digital skills are covered by the primary objectives of this course in Section B – so the skills referred to above address this section)</i></p> <p>The learner will be able to</p> <p>a) b) c) etc.</p>		
<p>Hours of Total Learning for this Module / Unit</p> <p>1 ECTS is equivalent to 25 total hours of learning, inclusive of contact hours, supervised placement and practice hours, self-study hours and assessment hours. At least 20% (5 hours for every ECTS) must be <u>contact hours</u> or as otherwise established from time to time by NCFHE.</p>	<p>Total Contact Hours ¹</p> <p style="text-align: right;">40</p> <p>(Contact Hours are hours invested in learning new content under the Direction of a tutor/lecturer (e.g. lectures, participation in online forums, video-lectures).</p>	<p>Supervised Placement and Practice Hours</p> <p style="text-align: right;">20</p> <p>(During these hours the learner is supervised, coached or mentored.)</p>	
	<p>Self-Study Hours</p> <p style="text-align: right;">120</p> <p>(Estimated workload of research and study.)</p>	<p>Assessment Hours</p> <p style="text-align: right;">20</p> <p>(Examinations/ presentations/ group work/ projects etc.)</p>	
<p>Total Learning Hours of this Module</p>	<p>_____ 200 _____ Hours</p>		
<p>Percentage of Total Contact Hours delivered online.</p> <p>In the case of online/blended learning, kindly indicate the total number of contact hours delivered online and those face-to-face.</p>	<p>Contact Hours Delivered Online</p> <p style="text-align: right;">□</p>	<p>Contact Hours Delivered Face-to-Face</p> <p style="text-align: right;">100 %</p>	

¹ In the case of online learning, synchronous and asynchronous learning activities under the direction and control of an instructor are considered as contact hours.