

Course Title: _____ Effective Communication Skills for Supervisors _____

Module Number and Name: __#5 Phone Communication _____

Competency/Outcome/Objective	Assessment Ideas	Absorb	Do	Connect
<p>1. Learners will identify the elements of effective phone communications.</p>	<p>Learners will listen to audio examples of phone conversations and create a list of effective elements of the conversations. Lists will be posted on discussion board or wiki page. Together learners will provide group list.</p>	<p>Learners will listen to audio examples of phone conversations.</p>	<p>Learners will identify the effective elements of the conversations.</p>	<p>Lists will be posted on discussion board or wiki page. Together learners will synthesize elements and create a group list of effective communication skills to be observed in current workplace.</p>
<p>2. Learners will critique several phone conversations and rate effectiveness.</p>	<p>Learners will be presented with audio examples of phone conversations and will rate effectiveness according to list created in activity above.</p>	<p>Learners will listen to audio examples of phone conversation which are then rated for effectiveness.</p>	<p>Learners will be presented with audio examples of phone conversations and will rate effectiveness according to list created in connect activity for objective 1 of this module.</p>	<p>In learning journal, learners will rate the effectiveness of their phone conversations at work for two consecutive days.</p>
<p>3. Learners will create their own list of do's and don'ts for phone communication with employees and/or consumers.</p>	<p>Learners will create final dos and don'ts list for phone conversations with employees and/or customers. List will</p>	<p>Learners will view PowerPoint which reviews phone communication skills.</p>	<p>Learners will complete a quiz with immediate feedback regarding effective phone communication skills.</p>	<p>Learners will create final dos and don'ts list for phone conversations with employees and/or customers. List will be</p>

	be shared with facilitator for feedback.			shared with facilitator for feedback.
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