

Scheme Of Work

BTEC FIRST DIPLOMA IN PUBLIC SERVICES

Unit title: Public Service Skills Module Title: Inter-Personal Communication Skills

Unit Core Aims and Objectives:

- Examine a range of inter-personal communication skills.

Hour	Learning objectives. Pupils will learn to:	Teaching activity	POS	Resources
1	List the various methods of inter-personal communication.	<ul style="list-style-type: none"> • Task introduction. • Group discussion to list the various methods of inter-personal communication. • Individual research from resource material to complete full list of methods of communication. 	1a 1b 1c	Powerpoint Group discussion Internet Library resource material
2	List the advantages and disadvantages of each method of inter-personal communication.	<ul style="list-style-type: none"> • Group discussion • Individually produce typewritten paper on findings from Nos 1 & 2 	2	Computer Student/Group notes
3	Summarise how students used and demonstrated the communication skills on their list during their Group discussions and work in Nos 1 & 2 above.	<ul style="list-style-type: none"> • Students list various communication skills that the group or themselves have used in this module so far. 	3	Plain paper
4	Demonstrate understanding of the various methods of inter-personal communication.	<ul style="list-style-type: none"> • Students to prepare a 3-minute lecture of one communication method of their choice. 	4	Computer Powerpoint Plain paper
5	Demonstrate understanding of the various methods of inter-personal communication.	<ul style="list-style-type: none"> • Presentation of 3-minute lectures from students. 	5	Computer Powerpoint
6	Evaluate the effective use of inter-personal communication skills in a chosen public service.	<ul style="list-style-type: none"> • Draft a one-page circular to all staff of the selected public service to remind them of the importance of such skills. 	6	Plain paper Computer

7	Recognise the importance of these skills to the work that is carried out in the particular public service.	<ul style="list-style-type: none">• Finalise the typewritten one-page circular to all staff of the selected public service to remind them of the importance of such skills.	7	Computer
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