

Receive & Process Oral & Written Communication

ICAD2003B



Ref No: DDICD03B

Elements of Competency

Receive and process oral communication from clients

- Demonstrate the accommodation of cultural differences in communication
- Receive and clarify oral messages in a courteous manner
- Log a written message according to organisational guidelines
- Send the message to the required person using an appropriate method

Receive and process written communication

- Receive and process written communication, from clients
- Demonstrate the use of equipment to manage messages

Respond to incoming telephone calls

- Answer telephone calls promptly according to the organisational requirements
- Determine and confirm the callers' requests and next actions
- Record messages according to the organisational guidelines
- Maintain records of documentation and reports associated with incoming calls

Make telephone calls

- Look up client details for the correct telephone number
- Call the client using the appropriate greeting
- Deliver the message to the client and finalise the telephone call appropriately

Number of Pages 40

Audience This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the elective unit of ICAD2003B Receive & process Oral & Written Communication.

Prerequisites It is assumed that participants using this manual have a basic knowledge of the use of a mouse and keyboard.

Course Length In a training environment this manual is suitable for approximately 4 hours.

Course Structure This course contains instructor lead exercises as well as examples completed at the students' own pace.

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Oral Communication

Receiving Oral Communication

Listening

Active Listening

Barriers to Listening

Cultural Differences

Telecommunications

Receiving Incoming Calls

Scripting

During the Conversation

Concluding the Call

Clarifying and Recording Caller's Requests

Outgoing calls

Planning an Outgoing Call

Recording Oral Communication

Taking Messages

Telephone Message Pads

Email

Company Databases

Sales Books

Written Communication

Receiving and Processing Written Information

Communications Technology

Telecommunications Equipment

Computer Hardware

Hardware Maintenance