HARDWARE AND NETWORKING SERVICE LEVEL – I

Based on March 2022, Curriculum Version 1

Module Title: Record Client Support Requirements

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Acronym

OHS occupation health Safety

Introduction to the Module

In Hard Ware and network Servicing filed; knowing and identifying the hard ware Components is the primary activity to categorize the input devices, output devices and secondary storage devices with their perspective ports and connectors.

This module is designed to meet the industry requirement under the Hard ware and Network Servicing occupational standard, particularly for the unit of competency: **Recording Client Support Requirements**

This module covers the units :

- Log requests for support
- Prioritize support requests with appropriate personnel
- Receive and Respond to Workplace Communication

Learning Objective of the Module

- Log requests for support
- Prioritize support requests with appropriate personnel
- Receiving and Responding to Workplace Communication

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the "LAP test" giver at the end of each unit and

Read the identified reference book for Examples and exercise

Unit One: Log request for support
This unit is developed to provide you the necessary information regarding the following content coverage and topics: • Identify client support organizational standards • Recording Client support requests and requirements • Reviewing Client support history and details • Checking and requesting information for accuracy and urgency This unit will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Identify client support organizational standards
- Record Client support requests and requirements
- Review Client support history and details
- Check and request information for accuracy and urgency according to organizational standards

1.1 Organizational standards

standard is a principle or example or meassure used for comparison . its a level of quality or attanment. Something used as a measure for comparative evaluations; a model Organizational standrds are bench marks with which your organization can reflect on client engagement with your product or service. It helps companies to manage clients interactions to increse client satisfaction. This in turn leads to higher satisfaction rating and ultimately higer profits for your organization.

Organisations often have a set of standards which are required to be adhered to when it comes to purchasing equipment. Standards allow organisations to:

Ensure that all equipment used within the organisation meets satisfactory levels of operation.

Ensure that the equipment used is compatible with other equipment in use.

Ensure that support staff are trained to service and maintain the equipment in use.

Budget for and plan the timely upgrade of equipment

1.1.1 Record client support requirements

Introduction

Information technology is an integral part of the operation of modern organizations. Users of information technology need timely, high-quality support. These readings cover some of the skills and knowledge that you will need in order to provide that support. In addition to sound technical skills, IT support staff should have a range of skills that improve their ability to successfully provide IT services to their clients.

The circumstances in which you are required to provide advice on IT problems will depend on the nature of your organization. Small organizations often do not have IT technical staff. They may rely on local IT businesses to provide support, or take out a contract with a company which provides IT support services. A growing area of IT is businesses specifically set up to provide IT support to organizations. These companies provide employment opportunities for individuals with the right skills and knowledge.

Definition of terms

Client - can be an individual, an organization, business or an institution that may come in person or communicate using any communication means like telephone, e-mail, fax or online help desk to get technical support, consultation on technologies etc

1. **Log –** means recording client support requirements based on organizational rule, regulation and policies.
2. **Escalate -** transferring a helpdesk that cannot be resolved to personnel at a lower level such as an IT specialist or IT manager.
3. **First level Support -** usually refers to the initial support offered to a customer by a help desk operator; in this initial point of contact, the officer determines the

nature of the call and will try to solve the problem if it is straightforward; support organisations usually have quite clear outlines of what constitutes first level support.

4. **Priority -** the value given to an incident, problem or change to indicate its relative importance in order to appropriately allocate resources and specify an appropriate time-frame for resolution.
5. **Service Level Agreement -** an agreement between a service provider and a customer detailing the level of service that is provided, usually including what *is* covered, what *is not* covered, the response time for resolution.

1.1.2 SLA (Service Level Agreement)

- This is a contract that defines expectations between an organization and the service seller to provide an agreed-upon level of support. As an employee of the service company, your job is to honor the SLA that you have with the customer.
  - ✓ Service monitoring
  - ✓ Contingency
  - ✓ Maintenance windows
  - ✓ Response time guarantee
- An SLA typically is a legal agreement that describes the responsibilities and liabilities of all parties involved. Some of the contents of an SLA usually include the following:
  - ✓ Response-time guarantees (often based on the type of call and the SLA)
  - ✓ Equipment and/or software that will be supported
  - ✓ Where service will be provided
  - ✓ Preventive maintenance
  - ✓ Diagnostics
  - ✓ Part availability (equivalent parts)
  - ✓ Cost and penalties

- ✓ Time of service availability

There may be exceptions to the SLA. Be sure to follow your company business rules in detail. Some of the exceptions may include the customer's ability to upgrade the service level and the ability to intensify to management for review. Escalation to management should be reserved for special situations. For example, a long-standing customer or a customer from a very large company might have a problem that falls outside the parameters stated in his or her SLA with your service company. In these cases, your management may choose to support the customer for customer-relations reasons.

1.1.3 Overview of Client support requirements

Providing good IT supports for clients is vital to the effective operation of any organisations, so you may find there are established procedures for determining and addressing client support issues. In this Learning guide you will learn about these procedures, as well as the general skills and knowledge needed to record clients' support need with IT problems.

1.1.4 Client Support Roles

Information technology is an integral part of the operation of modern organisations or businesses. Users of information technology need timely, high-quality support. In addition to sound technical skills, IT support staff should have a range of skills that improve their ability to successfully provide IT services to their clients.

The most important skills needed by the IT professional who is working as a help desk person to record the clients' support requirement are:

- Technical skill
- Active listening skill
- Professional act

- Following organizational rules and regulations
- Good conduct
- Following call handling processes
- Customer handling skill etc

The circumstances in which you are required to provide advice on IT problems will depend on the nature of your organisation. Some organizations may rely on local IT businesses to provide support, or take out a contract with a company which provides IT support services. A growing area of IT is businesses specifically set up to provide IT support to organisations. These companies provide employment opportunities for individuals with the right skills and knowledge.

Many medium and large organisations provide a centralised help desk support service. Clients with IT problems report these to the help desk. Support is typically provided for areas such as:

- Hardware and software faults
- Networking problems (including login problems)
- Email and Internet problems
- Consultation on purchasing information technologies
- Installation and configuration hardware
- Training needs
- Printing problems
- Software installation and upgrade etc

Help desks will often provide additional services to those listed here, depending on the needs of the organisation. This can be performed in-house, or external training providers can be called in.

1.1.5 First level support

Clients may request support:

- By calling a telephone or by email
- They may come in person /coming to office/
- They may fax

The one in charge of recording client support request log the request and enter them into a **centralised database program** that is designed to track client support requirements. There are many commercially available programs which have been designed specifically for IT support requirement operations. In many organisations, help desk operators attempt to fix straightforward problems. This is known as **first level support**.

In some organisations, operators simply log calls, which are then allocated to the appropriate technical staff. In the case of organisations with only a few employees, IT problems may be handled by an employee who combines support duties with other functions.

The proportion of problems that can be handled at the first point of contact will depend on the skill and training of the help desk staff. As a large proportion of calls to any help desk are trivial problems, first line support can ensure that the time of the specialists in the various skill groups is not wasted and is only used when there is a problem that requires their attention.

1.1.6 Recording Client's support Request

If you are on the help desk and a client rings, fax, e-mail or come in person and request for support, what details do you ask them to provide? In larger organisations, particularly there is usually specialist software in which these calls are recorded.

Below is a sample of a typical data entry form for recording details of client requests. Examine the type of information you need to record.

Sample of a typical data entry form

Data required	Entry
Log number:	
Help Desk Operator's name:	
Date and time of client request:	
Client's name:	
Client's contact details:	
Section and location:	
Problem logged:	
Date and time problem occurred:	
Computer/peripheral affected:	
Impact of the problem on operations/business:	
First line support provided (if any):	
Escalate to support staff? Yes/No	
Support staff request details: Date and time reported:	
Name of support staff:	

1.1.7 Escalating a call

A call remains open until the client is completely satisfied that the problem has been solved.

If a help desk operator cannot immediately solve a problem, it will be passed to a member of the technical support staff. For example, you may receive requests from clients that:

- are too complex or outside your expertise
- require a software upgrade to be done by a support officer
- require a system modification that would need to be done by an analyst/programmer
- require a change to the database requiring the skills of the database administrator.

In such cases, the help desk staff will:

- apply a priority rating to the call
- escalate the call to an appropriate support person
- provide the client with a **reference number** for the job, and an idea of **when** the problem will be solved, based on the initial priority
- record the referral details.

All open calls must be monitored and reviewed until they are closed. Often the initial priority rating has to be revised.

Call escalation procedures are defined by each company depending on such things as size and organizational guidelines, but for call escalation to be effective, you will need well-trained and adequate support staff who:

- respond quickly to calls
- know when to escalate a call to an IT specialist
- know to which IT specialist escalate the call
- Coordinate follow-up with the user

1.1.8 Document the Client's Requirements and Report

After analysis of the client's requirements, you should fully document the client's requirements and report them to your supervisor.

This document may take the forms, but would include the following:

- background information such as company details

- problems and issues that may have led to the client's request
- questions asked during your meeting with the client and their answers to those questions, as well as a list of any essential criteria
- other options or possibilities of which the client may not have been aware
- any information for the client that will help them understand what they're getting into before you go ahead with the job (or project).

A covering memo should be attached, stating the purpose of your report and asking the supervisor for their acceptance of the report

1.1 Review client support history

Review

A review by the help desk relates to the effectiveness and appropriateness of the client's Support requirements history. A help desk may set a review date of the Support requirement at the time of the assessment. A review may also be requested by a client or a service provider. It may be completed over-the-phone with the client.

A review by an assessor will look at the following aspects:

- The reason a review has been requested and its impact on the client's existing assessment information and Support requirement..
- The appropriateness of the services in meeting the client's goals.
- Any new goals for the client, and associated referral(s) for service.
- The appropriateness of setting another review date or an end date for service delivery

Reviewing Client Support History

Reviewing client support history means checking the client support request database for the same problems. This is very important to overcome the following main challenges one may face while working as a Help Desk IT professional.

- It enables to find easily how the previously logged problem is solved
- It eliminates redundancy of recording the same problem
- It enables easily identify the problems solved from the one in queue
- It enables the responsible IT staff for the resolution of the problems logged etc

Self check_1

Title	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. A help desk may set a review date of the Support requirement at the time of the assessment.
   A. True B. False
2. A review may also be requested by a client or a service provider.
   A. True B. False
3. ______________enables to find easily how the previously logged problem is solved.

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Match column "A" with column "B"

Column "A"	Column "B"
1. Client	**A.** Agreement b/n service provider and client
2. Log	**B.** Ranking or rating customer problem
3. Priority	**C.** Relocating a problem to higher level IT technician
4. Service Level Agreement (SLA)	**D.** Primary support provided for request
5. Escalate	**E.** Business, organization or individual who seek Support
6. First Level support	**F.** Recording client support request
	G. Initial support provided to a client
	H. IT help desk professional

Operation Sheet 1

Title	Recording client support requirements Techniques

Techniques to record client support requirements.

- active listening strategies
- sort and sift information received from the client
- effective questioning skills
- direct observation
- Research a range of possibilities

LAP Test

LAP Test	Practical Demonstration

Recording client support Requests

Company policies and procedures: Suppose request from any department or individual accepted only through request **Form, E-mail, IT support Department phone** during working hours.

Service level agreement (SLA): The following document is extracted from the SLA which is signed between IT department and other departments.

Support Requesting Department	Response time from IT support technicians	Request support area
CEO Office	2 Hours	Maintenance, Software Installation, Software Development, Professional, Advice and IT Related document preparation.
Production Division	2 Hours	
Marketing Division	4 Hours	
Quality Control	2 Hours	
Human Resource	8 Hours	
Finance	3 Hours	
Roles and Responsibility of IT Support Technician: An IT Support technician is only expected to: • Maintain IT related Hardware and Software • Advice on usage of IT related and Software		

Assume you are IT support professional worker inSDRTVC. In the morning you received from different department and sections of your company different requests.

A. Request through phone call

Ato Ayalew Head of production division reports you that his computer is unable to install any application what they went to his activity.

B. Request through your Email

> From: Ayalew123@yahoo.com
> To: IT Support service@yahoo.com
> Subject: Need help in Peachtree accounting software
> Dir IT support Desk the Peachtree accounting software installed in my computer is not working please help me as soon as possible.
> Kind regard
> Marketing Officers

C. Request through request form

Form 1. Support Request Form

		Request ID: SDR045
Department: Finance Division	Date of Request: 22/03/2015	Time of request: 4:30 AM_______
Name of Client: Meskerem_________________________________		
Equipment Description: Dell Desktop___________________		
Problem Description: Unable to access internet in my Desktop		
	For IT Support technician Only	
Technician Name: _______________________		
Identified problem Description: _____________________________ ____		Response Time:______________

Form 2. Support Request Form

		Request ID: SDR046
Department: Production Division	Date of Request: 22/03/2015	Time of request: 5:30 AM_______
Name of Client: Ato Getu M.____		
Equipment Description: Dell Computer___________________		
Problem Description: Computer is very slow and sometimes not responding		
	For IT Support technician Only	
Technician Name: _______________________		
Identified problem Description: _____________________________ ____		Response Time:______________

Form 3. Support Request Form

		Request ID: SDR048
Department: HR Divsion Department_______________	Date of Request: 22/03/2015	Time of request: 9:00 AM_______
Name of Client: Ato Mesfin Belete____		

Equipment Description: HR software___________________
Problem Description: We need to develop a systems to managing employers file.

For IT Support technician Only

Technician Name:
____
Identified problem Description: _____________________________ Response Time:______________
____

Form 4. Support Request Form

Request ID: SDR049

Department: Quality ControlDivisor   Date of Request: 23/03/2015   Time of request: 8:30 AM_______

Name of Client: Mr. Eric J.____
Equipment Description: The LCD screen___________________
Problem Description: LCD screen that displays quality level of sugar unable to open

For IT Support technician Only

Technician Name:
____
Identified problem Description: _____________________________ Response Time:______________
____

D. Additional Requests

New employers from marketing divisor want the components description of computer to his record.

In addition Ato. Zemenu he is from communication officer meets you at transportation and asked you our CD unable to copied files from computer.

Unit Two: Prioritize support requests with appropriate personnel

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying Relevant guidelines
- Prioritizing Client requests
- Referring Requests to an appropriate person or department
- Involving Appropriate persons with client support to be communicated

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify relevant guidelines for prioritizing or rating client requests.
- Prioritize client request based on its criticality or impact on the business.
- Refer the request to an *appropriate person* or department for assistance.
- Communicate to appropriate persons involved with client support.

2.1 Organizational Guidelines

Organizational guidelines are the **policies or procedures** that are used to correctly perform a specific activity or operation within an organization. Here, we used the organizational guidelines to prioritize client support requirements.

- Polices are basically guides to the organization's philosophy and mission and help to interpret those elements to the officers.
- Procedures are more specific than polices; they serve as guides to action.

2.1.1 Identifying Relevant Guidelines For Prioritizing Or Rating Client Requests

There should be some mechanism used to prioritize service request that come from clients. In many organizations there are rules and policies that govern prioritization issues. The most important factor taken into consideration is:-

- **Business Critical System** – the interruption of such system directly affects the production, profit of the organization or the business. It results in bankruptcy, frustration, disappointment etc
- **Urgency of the service requested-** This method requires you to sort tasks into the following categories and rate them according to the level of priority.
  - ✓ important and urgent
  - ✓ important and not urgent
  - ✓ not important but urgent
  - ✓ Not important and not urgent

2.2 Prioritize client requests

There should be some mechanism used to prioritize service request that come from clients. In many organizations there are rules and policies that govern prioritization issues. The most important factor taken into consideration is:-

- Business Critical System – the interruption of such system directly affects the production, profit of the organization or the business. It results in bankruptcy, frustration, disappointment etc
- Urgency of the service requested

Organizational Guidelines

Organizational guidelines are the **policies or procedures** that are used to correctly perform a specific activity or operation within an organization. Here, we will see the organizational guidelines used to prioritize client support requirements.

Prioritize client requests based on criticality or impact on the business

Some client support requests will be allocated a high priority, as they involve critical IT functions which cannot be carried out until the problem is resolved. Extra resources may have to be allocated to high priority support needs, and the progress of these support needs to be closely monitored.

The most common ways of prioritization mechanisms are using the following general guidelines but its best to respond to all requests as quickly as possible.

1. High Priority: - high priority is given where the business critical system has got a problem.

- A significant number of people are affected by an issue, a customer's computer crashed, the network server is down, a virus attack, or there is a security concern.

Examples: The user is unable to login; the computer crashed; a customer's account is locked or the password needs to be reset; a computer has been infected by a virus; an entire student lab is down; if the network is inaccessible.

2. Medium Priority: A single customer is affected by a problem but is still able to work, or there are problems with a service but it is still functional.

Examples:- A customer is experiencing intermittent computer problems; is unable to open or work within a software program; is having printer problems; has lost access to a file share; or requires data recovery/backup.

3. Low Priority: Routine or maintenance tasks.

Examples: A customer asks "how to" questions or requests new software installations or computer set up. The department requests account creations or updates, directory changes, or new file shares.

Referring requests to appropriate person or department for assistance

This stage is the step at which we refer client support requirements to respected technician or department to give the support needed by the client

2.3 Refer Request to appropriate person or department

Referring requests to appropriate person or department for assistance

- This stage is the step at which we refer client support requirements to respected technician or department to give the support needed by the client.

- Appropriate person in the contest of IT is a supervisor, teacher, vendor business representative, help desk person or subject matter expert Technician that is responsible for answering the technical question of clients and the goal is to create value for clients that will help preserve company's reputation and business.
- We are looking for a competent Help desk technician to provide fast and useful technical assistance on computer systems
- An excellent Help desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with difficult customers.
- The goal is to create value for clients that will help preserve the company's reputation and business

2.3.1 Responsibilities of IT Help Desk

✓ Serve as the first point of contact for customers seeking technical assistance over the phone or email.
✓ Perform remote trouble shooting through diagnostic techniques .
✓ Walk the customer through the problem solving process.
✓ Direct unresolved issue to the next level of support personnel.
✓ Provide accurate information on IT products or service.
✓ Record events and problems and their resolution in logs.
✓ Follow-up and update client status and information.
✓ Pass on any feedback by clients to the appropriate internal team.
✓ Identify and suggest possible improvement on procedure.

2.3.2 Requirement of IT Help Desk

- Proven experience as a help desk technician
- Good understanding of computer system.
- Ability to diagnose and resolve basic technician issues
- Proficiency in English
- Excellent communication skill
- Customer oriented and cool tempered.

2.4 involve appropriate persons with client support to be communicated

Contacting the client

If you are the support person who has been contacted by the help desk, you need to contact the client soon after receiving their request from the help desk. You'll also need to investigate and document the issues raised by the client.

At other times, you may need to contact the client for other reasons, including the following situations:

- If the problem is more complex, and likely to take time to resolve, the client needs to be informed of this.
- You want to clarify with the client exactly what their needs are. To do that effectively, you'll need good communication skills, including skills in active listening and reflective questioning.

2.4.1 Obtaining client feedback

There are a number of reasons why it is important for you to obtain client feedback. Is the solution you are proposing workable? Clients may be aware of issues which you have not considered, which may mean that your suggested solution will not be practical. These can be many and varied, but could include budgetary constraints, specific needs of clients such as clients with a disability, disruption of client access to IT systems, or loss of client data.

2.4.2 Listening to the client

When you're dealing with clients and colleagues, it's vital that you listen carefully and respond appropriately. To do this, people often use the **active listening** technique.

Active listening occurs when you focus on the message you're receiving from the other person, without thinking about what you want to say next. Your response to the sender is one that paraphrases what you've heard. That is, you summarise what you've heard, and say it back to the sender in your words. This ensures that you have understood the idea the sender wants to give you.

You can often tell if someone is really listening to you, if they are:

- smiling
- nodding
- staying silent
- making eye contact
- using a friendly and interested tone of voice
- encouraging you to continue
- asking open questions
- reflecting how you (the speaker) are feeling.
- Leaning towards you (the speaker).

2.4.3 Asking reflective questions

A reflective question allows the other person to correct and clarify any misunderstandings you may have about what is being said. If you echo back what a client has told you, the client then has a chance to either agree with you, or point out things you have missed or misunderstood.

2.4.4 Documenting client feedback

The Help Desk Operator has given you a client's request to attend to. The Help Desk Operator had filled in a few general details about the client request. It wasn't possible to resolve the problem by telephone, so you need to investigate the problem further and record more details. You'll need to contact the client to find out more.

You've seen an example of the initial details recorded at the help desk. The following is a sample of a form that a support person might use to record further information.

Table 2.2.4. Document Client request

Data required:	Entry
Name of support person:	
Date and time client was contacted:	
Alternate arrangements for client while problem is being solved:	
Problem details (incl. nature and degree):	
Date and time investigation of problem commenced:	
Date and time overall system down:	
Support required for resolution of problem:	
Research required to solve problem: (Provide details.)	
Can problem be resolved by support person? (Provide details.)	
External service required? (Provide details if 'yes'.)	
Purchase of parts required? (Provide details if 'yes'.)	
Date and time parts or service person arrived:	
Date and time problem was solved:	
Date and time of commencement of recovery action/configuring:	
Date and time recovery action/configuring completed:	
Date and time of restoration of normal service:	
Details of staff involved in the investigation and	

resolution (include names, roles, dates of involvement):	
Name of staff who closed the incident:	

2.2.5 Resolving client's problems

Where possible, client's problems should be resolved with minimum disruption to their work.

The time taken to resolve the problem may mean that IT functions which are important to the organisation will not be able to be carried out if equipment is not operational. In this case, some alternatives need to be considered, to allow the affected client to carry out their tasks.

Many organisations provide support remotely. Software can be installed by support staff using the organisation's network. You may need to organise a suitable time for this to happen, to minimise disruption to the client.

If warranty repairs are to be performed a staff member may have to be present to provide access to the IT equipment to be repaired. You will have to make sure that someone will be available at this time. This will avoid delays and extra charges from vendors.

If training is to be provided, you will need to organize a suitable time. This is particularly important when clients need to attend group training sessions, which involve taking them away from their normal duties for extended periods of time

2.2.6 Confirming client requirements

Confirming the client's requirements involves developing documentation to ensure you and the client have the same understanding of requirements. This documentation may be based on pre-existing documents that can be used as a template. The example below shows what such a document would look like.

Table 2.2.6. Client Requirements Confirmation

CLIENT REQUIREMENTS CONFIRMATION	
Client name:	
Project name:	
I understand your requirements as follows:	
Requirement	**Scope (if appropriate)**
Good A	To be delivered within one week of contract being signed Twelve lots of Good A required
Service A	To be provided at the time of delivery of Good A
Good B	To be compatible with your existing network
Good C	Must be able to be used in outdoor locations without risk of damage Must be cheaper than existing provider
Our signatures on this document confirm our shared understanding of the above requirements in this project.	

Client signature:	
Service provider signature:	
Date:	

2.2.7 Obtaining approval

Obtaining approval might occur in a number of ways. It might be a verbal approval to go ahead with work based on the confirmation document. As mentioned earlier, you should *never rely on a verbal approval*. Memories of events can differ very much and lead to confusion and conflict later.

One way of obtaining approval is to have the client provide a written purchase order for the work. Alternatively, the client might write a letter outlining their agreement to your requirements document, asking you to go ahead with the work.

Any approval document that is produced should include agreement on:

- The standard of the goods or services to be provided
- The price of the goods or services to be provided
- The timelines for the project (either broken down into timelines for specific tasks or for the entire project)
- Any ongoing or follow up services required or foreseen.

2.2.8 Recommending appropriate training and support

The technical support identified with the client might include areas such as:

- installation
- troubleshooting
- updating and maintenance of a system
- initial training
- provision of manuals for using and maintaining software, hardware or networks.

2.2.9 Negotiating a training and support timetable

Many IT operations need to take place when people don't need access to the system. Remember that the prime focus of the client is to keep the business running! That business will provide the funds to pay you.

This means that you need to be very flexible when arranging times for support with the client. Think of the types of training and support outlined above and what they involve. For example, consider what could happen if you have to stop access to a client's database system to update the software, or to backup the system. It could create chaos!

If you are to provide training or support you will also need to consider the priorities of the client. There are two important things to keep in mind when negotiating times to provide support:

- the need to avoid any interruption to the client's ongoing operations
- The need to have the right people from your organisation free at a time suitable for the client.

Self check_2

Title	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. which of the following is used as a guide to the organization philosophy and mission.

   A. Policy B. Procedure C. Standards

2. Which of the following priority is a routine task.

   A. High C. Middle

   B. Low D. All

3. Good understanding of computer system is one aspect of Help Desk Requirement.

   A. True B. False

4. One is not the requirement of an IT help desk.

   A. Excellent communication skill
   B. Good understanding of computer system
   C. Customer oriented
   D. None

Written test

5. What are the factors to consider in prioritizing a client support request?

6. It is the interruption of a system which directly affects the production, profit of the organization or the business? ______________________________

7. What does it mean documenting client request?
8. List the element in communicating clients.

Operation Sheet 2

Title	Identify client requirement

Steps for identifying client requirements.:

The general steps to follow in identifying clients' needs are summarised below. Note: not all these steps are performed every time.

1 Preparation

2 Understand the business goals. This would include knowing if any budget is applicable or if there are there plans for future expansion.

3 Understand the organisational guidelines. Ask questions to determine what organisational guidelines are to be adhered to.

4 Define the client's requirements clearly. This will be done in conjunction with the next two steps and can involve interviewing, preparation of questionnaires or direct observation. Your questioning skills are very important at this stage and are discussed in detail in the next section.

5 Identify the roles of stakeholders — those people who have an interest in identifying the requirements. This can include end-users or customers, managers and other technical staff.

6 Identify sources of information

7 Investigation

8 Develop an understanding of the existing system

9 Investigate alternatives to the existing system

10 Document the client requirements.

LAP Test

Title	Practical Demonstration

Name: ______________________ Date: ______________________

Time started: __________________ Time finished: __________________

Instructions: You are required to perform the following individually with the presence of your teacher.

Assume you are an IT help desk professional in XYZ Company and you recorded the following problems to be solved reported by your clients. Your task is to prioritize each of the problems. Provide a reason for your answer.

- **Request of network server failure**

  Priority: __________

  Reason : ____
- **Request of upgrading of software**

  Priority: __________

  Reason : ____
- **Request for printing problem of one user.**

  Priority: __________

  Reason : ____
- **Request of consultation on the upgrading of Windows 7 to Windows 10**

  Priority: __________

  Reason : ____
- **Request for maintenance of computer**

Priority: __________

Reason : ____

- Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory, you can proceed to the next topic.

Unit three: Receive and Respond to Workplace Communication
This unit is developed to provide you the necessary information regarding the following content coverage and topics: • Gathering required information • Interpreting or understanding information/instructions • Recording instructions/information • Receiving act upon Instructions • Seeking clarification This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to: • require gathered information by listening and correctly interpreting • Record Instructions/information • Receive act upon Instructions immediately in accordance with information • Seek Clarification from workplace supervisor

3.1 Gathering required information

Gathering information

Gathering information is the process collection of data for dealing with the individual's or the organization's/communities', etc. current situation. More data means more and better ways of dealing with the current situation. More data broadens the minds of those who will use the data to solve current organizational problems. New and additional ideas come more easily if there are lots of facts to be used as bases. Gathering additional information means an event and activities that collects different data, facts, figures, and information through employing different methods which intended to the organization's/communities' intended objectives.

3.1.1 Methods of gathering additional information

It's difficult to build a solution if someone doesn't know the requirements (in spite of the fact that many teams still try to do it today). The "elicitation" step is where the requirements are first gathered from the client. Many techniques are available for gathering requirements. Each has value in certain circumstances, and in many cases, it needs multiple techniques to gain a complete picture from a diverse set of clients and

stakeholders. Here are below the types of method that used during gathering information;

1. **Interviews** – collecting information verbally from informants, using a question and

answer format. Interviews can be conducted in different ways, such as in person or over the phone. Interviews can be fairly unstructured, allowing you to be flexible in deciding what questions to ask or how to best ask the question, or can be tightly scripted, requiring you to ask questions the same way across respondents.

2. **Surveys or questionnaires** – collecting information from respondents without direct contact. Paper versions of a survey may be handed out or mailed. You might also ask people to complete surveys electronically via email or internet.

3. **Focus groups** – conducting group interviews with a small group of participants or other informants at the same time.

4. **Observation** – recording what actually happens during a situation or event.

3.1.2 Sources of additional data/information gathering

There are two main types of sources in the field of information gathering, namely:

1. **Existing sources**: existing sources are those sources of information that can be found in the printed, in video, in audio and other materials that are available to the public or upon request to proper bureaucracy.
2. **Natural sources:** natural sources are first hand sources such as those who have tried products, services and methods, and expressing their experience and opinions to the information collector.

3.1.3 Purpose of gathering additional information

Researchers undertake information gathering in order to:

1. Know the extent of resources that vested from inside and outside of the given community
2. Create awareness on how to mobilize such resources timely
3. Use resources to identify community connections, meet community needs, & other activities
4. Recognize and value the resources within communities

3.1.4 Gather information by asking questions

Are you gathering facts or opinions?

- ✓ Ask: Define “fact” and “opinion.” Give examples.
- ✓ How does your knowing if information is fact or opinion help clear
- ✓ Thinking and decision-making?
- ✓ Can you prove an opinion with additional information and then
- ✓ Change the opinion into a fact? (Yes, sometimes. “Men are worse
- ✓ Drivers than women.” Although this is an opinion, accident statistics
- ✓ From the DOT or Auto Insurance Board might turn this into a fact.)

Give other examples.

- What words do people often use to show you’re getting their opinion? (Include “always” and “never” also as indicators that the information is probably not fact. Give examples.)
- Are facts or opinions more valuable when you’re gathering information? (No)
- If someone is giving you their opinion, what strategies can keep you from making assumptions or jumping to conclusions? (e.g. stop and think, listen, ask, rephrase and say back to the speaker to make sure you understand).

3.1.5 Gather Information by listening to other people.

- Discuss why listening can be difficult (many of the same reasons observing can be difficult).

- Point out that when a person stops and thinks ahead, they give themselves a chance to set the stage to their advantage. For example, they can plan to ask to have information repeated, bring supplies to take notes, ask for examples if they don't understand, ask to move the conversation to a quiet spot.
- Complete Are You Listening? S1
- Read and complete Power Listening S2.
- Use activity most appropriate for your students; Clear Directions S3 or Communicate S3.

Are You Listening? S1

For each statement decide if you do this often, sometimes or seldom.
NOTICE that #8-14 the scale is reversed.

	Often	Sometimes	Seldom
1. You ask questions if you don't understand what's being said	1	2	3
2. You notice non-verbal communication, like facial expressions and posture	1	2	3
3. When the other person is speaking, you are listening not thinking about what you'll say next	1	2	3
4. You take notes to remember what has been said	1	2	3
5. You listen to get the whole picture, not just bits and pieces	1	2	3
6. You let the other person know you are listening. You nod or say things like, "Yes," "I see," "Umhum."	1	2	3
7. You use reflective listening. This is repeating what the person said using your own words	1	2	3
8. You stop listening when you think it will be too hard to understand	*3*	*2*	*1*
9. You interrupt when someone else is talking	*3*	*2*	*1*
10. You finish the other person's sentences when they pause or hesitate.	*3*	*2*	*1*
11. Certain words or phrases prejudice you so you stop listening with an open mind	*3*	*2*	*1*
12. You get distracted by sights and sounds	*3*	*2*	*1*
13. You talk too much	*3*	*2*	*1*
14. You decide by the person's looks or speech that you aren't going to listen	*3*	*2*	*1*

Add all the numbers you circled and see where you fall on the listening scale.

1 – 14	The Perfect Listener (Nobody is that good.)
15 – 23	Very good listening skills
24 – 32	Average listening skills. Could use some work.
33 – 41	Below average. Need improvement.
42 -	Your listening skills need serious improvement.

33 – 41 Below average. Need improvement.
42 - Your listening skills need serious improvement.

POWER LISTENING S2

What's the difference between hearing and listening? Which is passive, which is active?

3.2 Introduction record Instructions/information

What is a record?

Most of the information and documents you create or receive as part of your duties have short-term value and should not be kept longer than needed. However, a small portion of records must be kept as evidence, and an even smaller portion will be preserved as official archives. Managing records effectively is critical to effective, accountable, and efficient operations.

What is the concept?

Information is “data, ideas, thoughts, or memories irrespective of medium.” Information sources are considered “non-records”: they are useful but do not provide evidence. Documents are any “recorded information or objects that can be treated as individual units.” Examples include works in progress such as draft communications or “to do” lists, and transitory records such as emails confirming a meeting or acknowledging receipt of a document.

Records are “information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business.” Examples include final reports, emails confirming an action or decision, spreadsheets showing budget decisions, photographs or maps of field missions, which need to be kept as evidence. Archives are those records that have been selected for permanent preservation because of their administrative, informational, legal and historical value as evidence of official business

3.2.1 Why are records important?

The key difference between information, documents, and records is their level of accountability. We generate or receive information all the time, in articles, newspapers, radio reports, or books. If that information is useful but does not provide evidence of our actual official work, or our actions or decisions, we treat that information as a “non- record”: it is informative but cannot be used to prove that we did or did not take a certain action.

Within our daily work, we all create, receive, and use documents. We send and receive emails, draft memos, or write reports. We need those documents for a few minutes, hours, or months, to help us to work consistently and productively and to keep track of progress in projects and activities. Documents become records when we use them to inform our colleagues and ourselves of what has been done or decided or when they provide examples of or background to previous work or evidence of our actions or decisions.

When a document provides evidence, we "declare" it to be a record. That is, we store the record in an official records system so that we can find and use it again easily. If the document is superseded or obsolete – an email confirming a lunch appointment is no longer needed when lunch is over – we do not need to declare that document as a record. We destroy that document so it does not take up valuable space in our records systems.

3.2.2 Why is records management important?

Records management is the specific field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.

The many benefits of effective records management include the following.

- ✓ Authentic, reliable records allow personnel to make decisions and perform duties effectively and efficiently.

- ✓ Well-managed records provide evidence of policies, decisions, actions, and transactions, demonstrating the accountability and supporting transparency and openness.
- ✓ Time is saved because filing systems are easy to use and well-structured and because records can be retrieved quickly and efficiently whenever they are needed.
- ✓ Records storage costs are reduced because redundant records are removed systematically, freeing up filing and server space.

Records come in all formats

Documents may be created or received in many ways and can come in a variety of formats, both electronic and paper. Records include word-processed documents, email and text messages, spreadsheets, or PDFs; notes, memoranda, reports, maps, plans, forms, or templates; digital or film photographs, video tapes, audio tapes, CDs, DVDs, or other recordings; or data held in databases. Records may be found in paper filing cabinets, databases, electronic record-

keeping systems, email software tools, computer hard drives, and network servers. Regardless of where records are created and kept, they need to be managed according to formal processes.

Records have to be "declared"

A document becomes a record when you decide you need it as evidence of a decision or action. To ensure the document is managed as a record, you have to "declare" it as a record, which means storing the record appropriately in an official record-keeping system.

For example, a draft of a report is a document – a work in progress – while it is being developed. If you make four versions of the report in a day and do not consult with anyone else, your four versions are documents

Distinguishing official records from convenience copies

It is common for multiple copies of documents, in paper and electronic form, to exist. It is important to identify the office responsible for official records, which is known as the Office of Record.

Details of all reportable incidents, injuries, diseases and dangerous occurrences must be recorded, including:

- ✓ The date when the report is made
- ✓ The method of reporting
- ✓ The date, time and place of the event
- ✓ Personal details of those involved

Every organization and business has a particular method for storing information. It is important that all employees who need to access that information are familiar with the location and the filing systems used. Records might be stored in the following places:

- Filing cabinets
- Computer files and databases
- folders on shelves, in drawers or under counters
- pin boards and white boards

Information stored in filing cabinets is usually organized alphabetically or under different topic headings. Basic computer skills are required to access computer records. Help should be sought if a particular piece of information cannot be found. All records should be filed correctly and returned to the appropriate location after use.

RECORDING MESSAGE AND INFORMATION

Verbal or written message can be recorded and stored in various ways. Filing using cabinet, box file, recording voices using electronic media can enable to store data or information. Properly stored data or information can be retrieved for use when the need arises. In this era of technology, a vast amount of data can be stored using small and handy devices. The CD Rom and video are an example of such storage devices. One CD can store a shelf of books. We can also store data in the form of audio, picture etc.

In whatever case the main aims of keeping message and information are:

- Facilitate easy usage of records
- To keep files or data update

- To protect files from damage

There are three main ways of storing information:

- Manual Filing system
- Microfilm filing system
- An electronics or computerized system

Manual filing system

Manual filing system means one in which papers or written communication is stored by hand in filing cabinet .in folders, on shelves in the box files etc. In this system files or documents can be stored using centralized filing system or departmental filing system. The methods of filing can be vertical –the files are suspended in upright position in drawers of metal cabinets or lateral – the files are suspended from rails in horizontal rows on rack or shelves using alphabetical or numerical way of filing.

- ✓ Centralized filing.

With this filing system, all the files for the whole organization are stored in one place, which is usually manned by specialized staff.

- ✓ Departmental filing.

With a filing system, each department has its own files which everyone in that department has access to.

- ✓ Vertical filing

This method is the most popular way of filing. The files are suspended in upright position in drawers of metal filing cabinets. The contents of the file are listed on strips which are placed on the top edge of each file. The documents are kept clean and dust-free and are easily accessible. Care should be taken when opening the drawers of filing cabinets.

- ✓ Lateral filing

With this, files are suspended from rails in horizontal rows on racks or shelves, rather like books on a bookshelf. Where space is limited lateral filing is a good idea, as there are no filing drawers to open and the shelves or racks can be right up to the ceiling if necessary.

· **Microfilming**

Microfilming is the filing of documents that have been photographed, developed on film in greatly reduced size and printed on plastic strips or cards. An A4 sheet of information can be reduced to tiny size. If the documents need to be read a view finder is used to enlarge the image on the screen.

Electronic filing

Electronic system of filing enables documents to be filed on computer storage medium. CDs, Flash discs, memory cards are some of the devices used in electronic system of filing.

CD Rom is a storage devices made up of plastic discs with a mirror like finish. It can store any digital data. There are several different formats of CD for use on a computer and range and possibilities are changing all the time. Different Format of CD such as Audio CD, CD ROM(Read only Memory),CD-R (Compact disk – Recordable) ,CD-E (compact disk Erasable) Kodak Photo .

Filing using book shelf and cabinets recently replaced by CD ROM and other electronic media as the former takes much space than the latter. Retrieval system of book shelf is more time taking compared to CD-ROM. In case of CD ROM one access data or information very easily and with less time. You need a multimedia computer to use CD-ROMs ,CD- R and CD-E .

- ✓ Audio CD – most musical clips and films are recorded using such CDs.
- ✓ CD – ROM - this means Compact Disk – Read only Memory. The computer can only read from the disk not write to it. It is not possible to change the content of information once stored.
- ✓ CD- R – it means computer disk recordable. This is a CD you can record on but you need a special piece of equipment called CD writer. Once you have recorded on one of these you can't wipe the information off or re- recorded over what you have already put on it.
- ✓ CD – E (Compact disc erasable). This is a CD you can store files on,

also erase files, then use again for storing other information.

3.3 Receiving act upon instruction

Concepts of receiving act upon instruction

If you're a boss, supervisor or manager, you're probably used to giving a lot of directions at work. But if you're not, you may be someone who mostly takes instructions from others. To get a task done properly, there are a few things we can all do to give and follow directions more effectively. · Tips on giving directions:

- ✓ **Provide context and be specific:** Give all the details. Provide any background to help that person better understand the task at hand. Try your best to be as detailed as you can, especially when you have a set idea about how the task should be done.

- ✓ **Ask politely rather than barking orders:** Tone of voice can change everything, especially when telling someone what to do. Speak at a reasonable volume and use kind, respectful words. Try to avoid negative language and don't forget to say "please."
- ✓ **Offer the other person the opportunity to ask questions:** Whenever the one receiving the task is unsure, it's important that you allow him time to ask questions. The better he understands what to do, the greater chance for a successful outcome.
- ✓ **Resist any urge to micromanage:** If you give directions properly, you should not feel the need to oversee or micromanage. Instill faith in your task-doer by letting him do things without you to the best of his ability. Provide positive feedback and appropriate gratitude: When the task is complete, be sure to affirm the person. This makes your team member feel respected and trusted. And give clear, helpful feedback or constructive criticism if the task was done improperly.

- **Tips on taking directions and fulfilling tasks:**
  - ✓ **Actively listen:** Try to listen intently, not just hear. When you actively listen, you can better understand what you need to do. Here's a trick that may help: pretend that there is going to be a quiz after the conversation. Visually think about what's being said and maybe even repeat it in your head.

✓ **Take notes:** Instead of trying to remember everything, write it down. There's nothing wrong with keeping notes; it shows that you are prepared, organized and want to do the job correctly.

Top 7 tips on how to give instructions that are clear and get the job done that you want!

1. Don't assume they know what you mean

You know what they say, that assumption is the mother of all mistakes! Don't be the fool that assumes people know what you mean. Whist most people in your office or business will be intuitive and switched on, they are not mind readers. An imperative when delivering clear instructions is to not assume the recipient knows what you mean, and this can be for anything from industry acronyms to who to contact in different departments or organizations. It will only take you a few seconds more to explain the details.

2. **be clear and specific**

Everyone loves a waffle (dripping in maple syrup please) but no one likes waffle in conversation and especially not in an email or when it is a set of instructions. Whilst you don't want to ramble on in your set of instructions (that would be a waste of your time and to be honest, they'd switch off after a while) you do want to ensure that your instructions are clear, specific and concise. Personally I prefer not to butter it up, and would rather get straight to be the point on what needs to be act or delivered, rather than making the instructions too flowery, which will only confuse.

3. **Give time frames**

Do not confuse matters by not being specific with your time frames and deadlines. What you consider as "soon" might be *very* different from your colleagues. If you think "soon" is the next couple of hours, yet your staff who you have instructed considered it to be in a few days then this communication is going to have serious implications in any business or project!

4. **Give examples**

Whenever possible, make sure you give examples. This will be especially beneficial if they are new to the role, or if they haven't carried out the task before. This will help to add clarity to you instructions and help form a clearer picture of what it is you mean and want. For example, if you are asking them to design a customer satisfaction survey for your new product then you might want to send them examples of other surveys previously used to give them bit of an idea.

5. **Give alternatives**

When delivering your instructions it is worth considering giving some alternatives just in case your preferred option of instruction is not viable or available.

For example, it could be "I want you to set up a meeting on the 20th of this month for 2 hours with the Finance Director. If they are not available on the 20th, then the afternoon of the 26th will be fine, or we can meet with the Commercial Analyst instead"

6. **Set boundaries**

Personally I am not one for micro managing and because of this I am not one for people to keep checking in with me whether they should do something or not. Once a task is set, the instructions should be clear enough that further confirmation and clarification is not needed (however saying this it is obviously best to seek clarification if unsure!) If this rings true with you then you need to make sure that your instructions are clear so that they are certain what they are doing and don't feel the need to keep coming back with questions. As with tip 5, setting boundaries is very important; especially if you cannot think of alternatives at the time then boundaries might work.

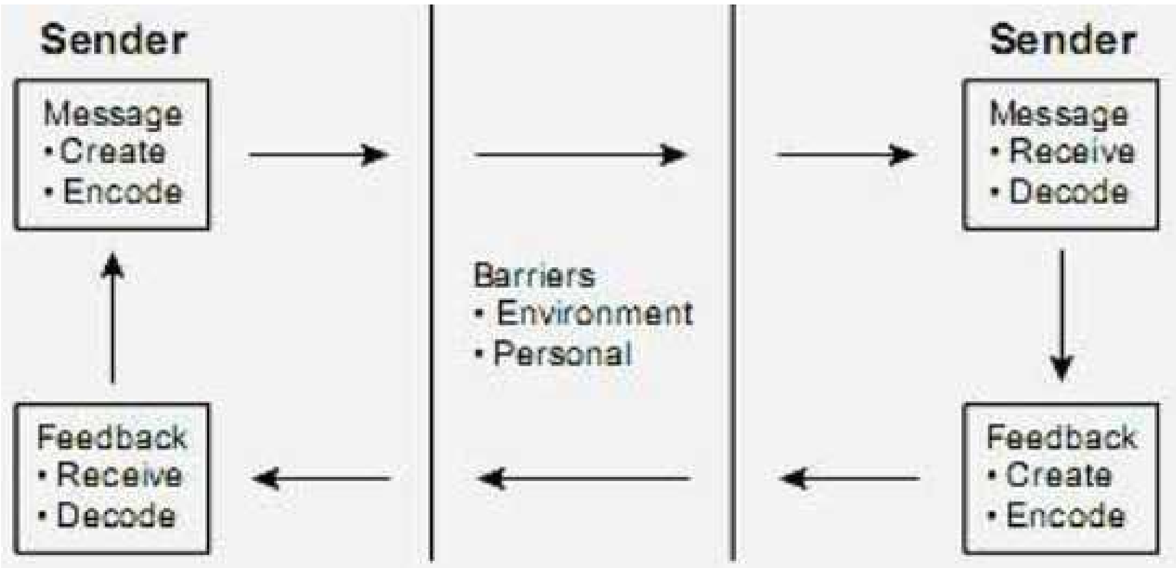
For example, you might instruct "go to the supplier and order 100 units. If the normal supplier is out of stock then it is fine to use a new supplier so long as they are no more than 10% more expensive and can deliver within 3 working days". Here you haven't been specific with your alternatives but clear enough on boundaries for them to make the call.

7. Get clarification

Before you let your staff loose on the basis of your instruction, it wouldn't hurt to seek clarification from them to ensure that they understand what the task at hand is and what is expected. You could simply ask at the end if there are any questions but the one issue with that is that it is all too easy to just simply say "no". Either they might think they understand or they might even be too shy to ask! Perhaps ask them to recap on what is required, or what the priorities/objectives are so that you can ensure what you've said is what's been heard!

Communication Process

The Figure bellow illustrates the communication process. It shows that the sender is aperson, department, or unit of an organization or system who originates the message. A sender uses words and symbols to put forth information into a message for the receiver, the individual(s) receiving the message. Messages are then received and decoded or interpreted by the receiver. Decoding is affected by the receiver's prior experiences and frames of reference. Accurate decoding of the message by the receiver is critical to effective communication.



- Follow simple spoken messages
- Perform routine workplace duties
- Follow simple written notes
- Obtain and provide information respond to workplace communications requirements.
- Participating in workplace meetings and discussions Relation between

receive and response at workplace communications:

- No, I didn't receive notification that my message, didn't arrive, please note that

while we investigate these reports, our team won't be able to send you a response

Procedures for handling verbal and written communication

- ✓ **Communication** is an intentional process of presenting ideas in a clear, concise, and persuasive way. A manager must make an intentional effort to master communication skills and use them strategically, that is, consistently with the organization's values, mission, and strategy. To plan strategic communication, managers must develop a methodology for thinking through and effectively communicating with superiors, Staff, and peers. For this level of learners defining verbal and written communication is by more required, but clarifying procedures for handling verbal and written communication in operating of tasks is expected from supervisor.

3.4 Introduction to organizational policies / guidelines

Organizational guidelines

- ✓ Information documentation procedures
- ✓ Company policies and procedures
- ✓ Organization manuals
- ✓ Service manuals
- ✓ Information Documentation Procedures
- ✓ What is documented information?

The term Documented information was introduced as part of the common High Level Str ucture (HLS) and common terms for Management System Standards (MSS).

Documented information can be used to communicate a message, provide evidence of what was planned has actually been done, or knowledge sharing.

The following are some of the main objectives of an organization's documented informat ion independent of whether or not it has implemented a formal QMS;

- ✓ Communication of Information
- ✓ As a tool for information transmission and communication. The type and extent of information will depend on the nature of the organization's products and processed

s, the degree of formality of communication systems and the level of communicate on skills within the organization, and the organizational culture.

- ✓ Evidence of conformity

Provision of evidence that what was planned has actually been done.

- ✓ To disseminate and preserve the organization's experiences. A typical example w

The document can be stored in:

- ✓ paper (hard copy, written document)
- ✓ magnetic
- ✓ electronic or optical computer disc
- ✓ photograph
- ✓ master sample

Documented information *maintained* by the organization for the purpose of communicate ng the information necessary for the organization to operate .Examples of documents th at can add value to a QMS(quality management system) may include:

- ✓ Organization charts
- ✓ Process maps, process flow charts and/or process descriptions
- ✓ Procedures
- ✓ Work and/or test instructions
- ✓ Specifications
- ✓ Documents containing internal communications
- ✓ Production schedules
- ✓ Approved supplier lists
- ✓ Test and inspection plans
- ✓ Quality plans
- ✓ Quality manuals
- ✓ Strategic plans
- ✓ Forms

3.5 Following Routine Written Instruction

Two common time entry procedures are:

1. Entering hours via the telephone.

· Hours must be entered via the telephone by Sunday at midnight by calling the IVR (Interactive Voice Response) line at. 1.888.481.1761 You will need the last 4 digits of your social security number and assignment number (obtained from your Adecco Representative). Follow the automated instructions provided.

2. **Entering hours via the internet.**

· Hours must be entered via the internet by Sunday at midnight by typing www.webtime.mypeoplenet.com into your internet browser. · The first time you use the system, you will register as a New user using the last 4 digits of your social security number. Once you have created a logon and password you will follow instructions provided to record your time weekly. Introduction following Routine Written Instruction

The type of written communication you use will depend on the area you work in and on your job
tasks. Within the workplace whether sending an internal or external email it is important that the
message is constructed in a professional manner to give the correct impression on those receiving it. Poorly worded or constructed emails can render an incorrect message, or give out
the wrong tone.

Clearly email does not convey facial signals, and therefore messages written with one intent can
often be read as the opposite. Emails are also retained much longer than paper documents, so any negative impression given can be lasting and irreparable. There are a few major do's and don'ts that will help ensure you are a successful email communicator:

Apart from email there are many other forms of written communication used in the workplace. These may include:

- Letters and faxes
- Forms, reports and memos
- Minutes and agendas for meetings
- Technical manuals
- Workplace policies and procedures
- Workplace signs
- Whiteboards and pin-up boards for notices
- Task instructions
- The workplace is always a professional environment. This means that each type of written communication has an expected
- Professional standard. Some of the basic expectations are that all written communication:
- is simple and easy to understand
- is to the point and avoids unnecessary repetition or sentence "sprawl" (long rambling sentences)
- avoids too many technical terms
- avoids slang, offensive language and discriminatory, racist or sexist language

Ethical work practices in handling communications

Ethics is a basic component of human communication in sending and receiving and responding of all round information in life, which it is governed by natural law. Good ethical practices like respecting customers and coworkers, respecting the law, integrity, transparency, loyalty, confidentiality, and the likes are the component of handling communication.

Conciseness in receiving and clarifying messages/information/communication.

· Getting your message across in a way that is clear and coherent to everyone that is listening is a critical skill in organizational as well as personal life.

3.6 Giving feedback to workplace supervisor

Introduction to Feedback

Descriptive feedback identifies or describes how a person communicates. For instance, Manager A asks Manager B to comment on her behavior at a staff meeting. B indicates that A was specific, clear, and instructive on introducing the staff to the computer database for managing patient accounts. B provides a descriptive feedback of although one-way communication is more efficient, as in the case of the physician‘s written prescription. A‘s behavior at the staff meeting. To be effective, communication must allow opportunities for feedback. Feedback can take by several forms, each with a different intent. Key ton (2002) provides us with three different forms of feedback: descriptive, evaluative, and prescriptive.

In addition to forms and intent, there are also four levels of feedback. Feedback can focus on a group or an individual working with specific tasks or procedures. It can also provide information about relationships within the group or individual behavior within a group (Key ton, 2002).

Task or procedural feedback. Feedback at this level involves issues of effectiveness and appropriateness. Specific issues that relate to task feedback include the quantity or quality of a group‘s output. For instance, are patients satisfied with the new outpatient clinic? Did the group complete the project on time? Procedural feedback refers to whether a correct procedure was used appropriately at the time by the group.

Relational feedback. Feedback that provides information about interpersonal dynamics within a group. This level of feedback emphasizes how a group gets along while working together. It is effective when it is combined with the descriptive and prescriptive forms of feedback.

Prescriptive feedback that provides advice about how one should behave or communicate. For example, Manager A asks Manager B how she could have made changes to better communicate her message to her staff. B suggests for A to be Friendlier and more cooperative by giving the staff specific times that A is available for help with the new computer database. This type of advice is prescriptive feedback.

Feedback is any information that individuals receive about their behavior. Feedback can be information related to the productivity of groups in an organization, or the performance of a particular individual. For instance, a manager requires feedback to determine staff acceptance of his or her newly set policy whereby staff must phone all patients to confirm their appointments 48 hours in advance of the appointments.

Group feedback. Feedback that focuses on how well the group is performing. Like the questions raised at the individual feedback level, similar questions are asked for the group. Do team members within the group have adequate knowledge to complete a task? Have they developed a communication network to facilitate their objectives?

Effective feedback not only reduces employee stress, it can reduce stress on managers:

- Statistics Canada reports that managers and professionals are more likely to be stressed over dealing with too many demands than other workers
- A significant amount of that time may be used to deal with the results of poor communication
- Constructive feedback requires skill. If feedback is accusatory or strictly focuses only on negatives, it can increase ill feeling and workplace disengagement.

Here are some tips for provision of effective feedback:

1. Establish a collaborative, positive approach to feedback sessions:
   - ✓ Recognize positive contributions
   - ✓ Acknowledge and identify barriers to performance
2. Pick the right time – recognize the worker's deadlines and workload for that week or day, and choose a time that is convenient for both of you.
3. Pick the right tone:
   - ✓ Know what you are going to say before you start
   - ✓ Communicate concerns clearly
   - ✓ Get to the point promptly
4. Stay away from "you messages" and stick to "I" messages. This approach makes it clear that you are presenting your perspective, and are open to gaining more insight into the situation.
5. Be a good listener. Be open to the worker's responses and suggestions for addressing the situation. End on a forward-looking note:
   - ✓ Discuss the next steps
   - ✓ Clarify key points of the discussion
   - ✓ Ensure the employee has a good understanding of what is expected

6. . Keep in mind that providing effective feedback requires skill and effort—but the results will be worth it.

Self check_3

Title	Written Test

Directions: Answer all the questions listed below.

Chose the best answer from the given options

1. _________ is the process of collection of data for dealing with the individual's or the organization's/communities'

A. Message B. communication C. Gathering information D. receiver

2. Which one of the following is power of listening?

A. Listen for main ideas C. Take brief note

B. Concentrate on substance, not style C. All

3. Researchers undertake information gathering in order to:

A. Know the extent of resources that vested from inside and outside of the given community

B. Create awareness on how to mobilize such resources timely

C. Use resources to identify community connections, meet community needs, & other activities

D. All

4. Which one of the is not a type of method that is used during gathering information?

A. Interview B. Focus groups C. Observation D. none

5. Which one of the following is not an example organizational guideline?

A. Information documentation procedures C. Organization manuals

B. Company policies and procedures D. All

6. A policy is a course of action or guidelines to be followed whereas a

   A. True B. false

7. Procedure is the 'neatly gritty' of the policy, outlining what has to be done to implement the policy.

   A. True B. False

Directions: Answer all the questions listed below.
Match column "A" with column "B"

Match column "A"	Match column "B"
_______1. Document	A. data, ideas, thoughts, or memories irrespective of medium
_______2. Information	B. information created, received, and maintained as evidence
_______3. Records	C. recorded information or objects that can be treated as individual units.
_______4. Electronic filing	D. filing of documents that have been photographed, developed on film in greatly reduced size and printed on plastic strips or cards
_______5. Lateral Filing	E. a storage devices made up of plastic discs with a mirror like finish.
_______6. Micro filing	F. enables documents to be filed on computer storage medium. CDs, Flash discs, memory cards
_______7. CD Rom	G. files are suspended from rails in horizontal rows on racks or shelves, rather like books on a bookshelf
	H. Surveys or questionnaires
	I. Focus groups

Say true or false for the following statements

1. Providing effective feedback to employees is one of the most constructive tools managers can use to address this pressing workplace issue.
2. Feedback is any information that individuals receive about their behavior.
3. Feedback that provides advice about how one should behave or communicate.
4. To be effective, communication must allow opportunities for feedback.
5. Task or procedural feedback involves issues of effectiveness and appropriateness.

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