# Unit 305: Conform to productive working practices.

# Learning Outcomes 1: Understand how to communicate with others.

**Learner Task Criteria 1.1 1.2**

This worksheet looks at how to use methods of communication with other workplace personnel and customers, and the importance of using different methods of communication regarding information is clear to ensure that work is productive.

Research and answer the following questions relating to this topic area. Use the links listed below to help you and any other relevant web links.

1. Consider your own workplace experience and explain positive and negative outcomes relating to, listening written, oral, visual, and electronic types of communication.

2. Why is it important that different methods of communication regarding information is clear to ensure that work is productive?

Suggested website links:

Our Everyday Life | Positive and negative communication skills