# Unit 305: Conform to productive working practices.

# Learning Outcomes 4: Communicate with others.

**Learner Task Criteria 4.1 4.2**

This worksheet looks at communicating with line management, colleagues, or customers to ensure work is carried out productively and respecting the needs of others when communicating.

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. Relate and give answers to your own experiences in the workplace around communication with line management, colleagues, or customers to ensure work is carried out productively and to discuss what possible outcomes can arise when this is ineffective.
2. What are the benefits of considering other people’s points of view when communicating and not to attempt to force opinions?
3. Give examples of your own experience in the workplace referring to question 2.

Suggested website links

[Sandler Training | 4 Different Types of Workplace Communication and How to Improve in Each Area](https://www.sandler.com/blog/4-different-types-workplace-communication-and-how-improve-each-area/)