

Level 2 Business Communications & Personal Skills

Indicative content

Whilst not exhaustive this document provides an illustration of topics and themes in this unit.

NOTE: When completing CICM assignment units it is not intended that learners include **ALL** the suggested areas below, rather, they are intended as guidance on the type of content you may study and include.

CICM assignments require a high level of personal application. Therefore, when completing them careful consideration needs to be given to the relevance within your organisation, industry and your specific role.

1

- Importance of specific personal skills and behaviours for area own area of work taking into consideration:
 - Nature and priorities of their organisation.
 - Principles and priorities related to their areas of work.
 - Policies and techniques used in their role.
 - Legal, regulatory, risk and compliance requirements.
- Professional standards they need to work within.
- Organisational values, standards, policies, procedures.
- Requirements for excellent service delivery, work planning, teamwork, communication and relationship building, negotiation and decision making, and continuous improvement.
- Time management.
- Negotiation and decision-making.
- Initiative – taking ownership through to completion and escalating when required.
- Commitment – displaying energy and enthusiasm.
- Resilience – staying positive when under pressure, dealing objectively with setbacks when they occur, learning for the future and sharing learning with others.
- Flexibility – adapting to changing priorities effectively, re-prioritising, supporting others with change.
- Communication skills and relationship building – using sound communication skills, listening actively and adapting style, handling difficult situations professionally and providing support.
- Honesty and integrity – treating sensitive information in a confidential way.
- Ability to embrace change and respond positively to new priorities.
- Importance of teamwork for own area of work and behaviours which help teams work effectively to achieve objectives.

2	• How to communicate effectively with customers/colleagues using a range of media and appropriate language.
3	• Awareness of internal and external customers, their importance to the organisation and of building good relations. • How to build good relationships with customers while dealing with a potentially difficult topic. • How to adapt style to that of the customer and actively listen to understand their needs. • How to handle difficult and sensitive situations professionally, working to support and retain a positive relationship with the customer. • How to work with customers to identify mutually acceptable solutions. • The importance of taking ownership through to resolution, escalating where necessary. • How to identify opportunities to improve work practices and successfully implement changes that are required.

Assessment

One written assignment.