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## Introduction to the Course

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### Handout 1

#### Course Outline

<b>Course Title</b>	Workplace Communication Skills for Human Services: Children and Youth
<b>Total Course Hours</b>	180
<b>Prerequisites</b>	Canadian Language Benchmark (CLB) 6 to 8 Prior knowledge or experience in child and youth work and/or early childhood education

#### Course Description

This course focuses on the language and socio-cultural communication requirements for working in child and youth work and/or early childhood education at CLB 6 to 8. The course addresses the language and communication skills needed to find and share information with others; communicate using technology (for example, telephone and email); manage interactions with colleagues, children, parents and the public; introduce yourself in work-related situations; participate in employment and work-related interviews; and network effectively. Sector background knowledge and culture relevant the workplace context in Ontario will be addressed through communication practice tasks.

#### Global Outcome

On successful completion of the 180-hour OSLT course, participants will be able to demonstrate the communication skills required to carry out key functions described above within one of the human services occupations included in the course. These skill outcomes are broken down by unit as follows.

#### Unit Outcomes

<b>Unit 1</b>	<b>Working in Human Services</b> <ul style="list-style-type: none"><li>• Introduce your employment background, experience and goals appropriately for the human services sector in Ontario.</li><li>• Describe the requirements for working in your occupation in Ontario.</li></ul>
<b>Unit 2</b>	<b>Gathering and Sharing Information</b> <ul style="list-style-type: none"><li>• Ask relevant questions clearly, accurately and appropriately when searching for information or investigating incidents.</li><li>• Document information appropriately.</li></ul>
<b>Unit 3</b>	<b>Communicating Using Technology</b> <ul style="list-style-type: none"><li>• Open, participate in and close telephone calls clearly and appropriately.</li><li>• Record an appropriate voicemail message.</li><li>• Record a professional voicemail greeting.</li></ul>
<b>Unit 4</b>	<b>Managing Interactions</b> <ul style="list-style-type: none"><li>• Use appropriate assertive communication strategies to defend your point of view or to get things done.</li><li>• Use appropriate communication strategies to handle conflicts.</li></ul>
<b>Unit 5</b>	<b>Moving Forward in Human Services</b> <ul style="list-style-type: none"><li>• Introduce yourself and your professional background in an interview or networking situation.</li><li>• Answer questions appropriately in an employment interview.</li></ul>

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### Handout 1 (cont.)

#### Course Outline (cont.)

##### Assessment Process

At the end of the course, you will complete a series of assessment tasks and your performance on them will determine your final achievement level for the course.

Your instructor will provide informal feedback on your communication skills in class and a written summary of your progress with respect to the unit outcomes at the end of Units 1 through 4.

##### Course Expectations

In order to increase your communication skills, cultural competence and confidence in undertaking tasks common to human services workplaces, your instructor will expect you to attend regularly so that you will have the opportunity to

- participate in discussions, dialogues and role-plays.
- read and respond to course handouts and other written materials.
- use a variety of communication technologies (such as the telephone or voicemail) that are useful for developing language skills as well as for operating within a human services workplace in Canada.
- complete online and other homework assignments, as required.