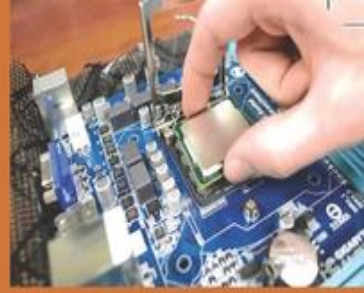




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# COMPUTER SYSTEMS SERVICING: Intermediate 2nd Edition



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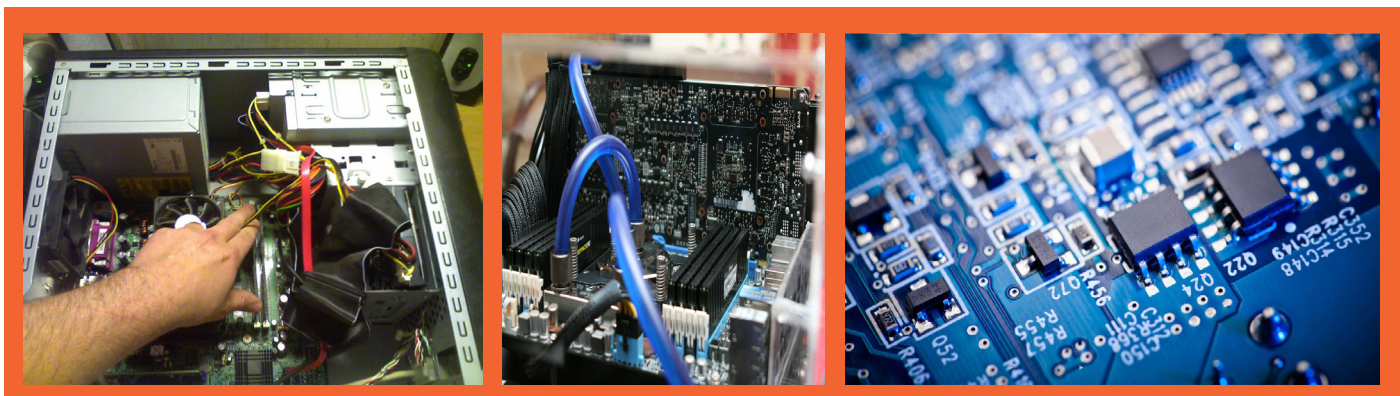
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3G E-LEARNING



# COMPUTER SYSTEMS SERVICING: INTERMEDIATE (2ND EDITION)



# COMPUTER SYSTEMS SERVICING: INTERMEDIATE

2nd Edition



3G E-LEARNING

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90 Church Street  
FL 1 #3514  
New York, NY 10008  
United States of America  
[www.3ge-learning.com](http://www.3ge-learning.com)  
email: [info@3ge-learning.com](mailto:info@3ge-learning.com)

Authored and Edited by 3G E-learning LLC, USA

ISBN: 978-1-68094-807-3

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# PREFACE

## **Introduction**

Computer Systems Servicing Intermediate 2nd Edition conglomerates many different practical and visual skills with knowledge of specialized materials and techniques. Computer servicing and repair technicians maintain desktop and laptop computers by communicating with the computer user, performing diagnostic testing, and making repairs. They may detect and remove computer viruses, update software, install firewalls and security programs, upgrade computer memory, or connect and configure Internet and network connections.

## **About this Book**

This book is designed to develop knowledge, skills, and attitudes of a Computer Service Technician in accordance with industry standards. It covers basic and common competencies such as installing, maintaining, configuring, and diagnosing computer systems and networks. The content is restructured and revised in this edition. The key competencies may include but are not limited to:

- Participate in Workplace Communication
- Work in Team Environment
- Practice Career Professionalism
- Practice Occupational Health and Safety Procedures
- Apply Quality Standards
- Perform Computer Operations
- Perform Mensuration and Calculation
- Prepare and Interpret Technical Drawing
- Use Hand Tools
- Terminate and Connect Electrical Wiring and Electronic Circuits
- Install computer systems and networks
- Diagnose and troubleshoot computer systems
- Configure computer systems and networks
- Maintain computer systems and networks
- Computer Memory Services

## **About the Computer Repair and Maintenance Services Industry**

Computer repair technicians take malfunctioning computer hardware and software, then perform the necessary steps to diagnose and ensure the systems are returned to a usable state. They also handle household maintenance and repair tasks such as broken windows and paint jobs. There is a growing need for trained specialists in this field. Employment of computer support specialists is expected to increase faster than the average for all occupations, as organizations continue to adopt increasingly sophisticated technology and integrate it into their systems. Job growth will continue to be driven by the ongoing expansion of the computer system design and related services industry, which is projected to remain one of the fastest-growing industries in global economy.

# SECTION 1

## BASIC COMPETENCIES

### LEARNING OBJECTIVES

After studying this section, you will be able to:

- Understand process of participating in workplace communication
- Explain work in a team environment
- Define the practice of career professionalism
- Describe the practice of occupational health and safety procedures

### INTRODUCTION

Competencies provide organizations with a way to define in behavioral terms what it is that people need to do to produce the results that the organization desires, in a way that is in keep with its culture. By having competencies defined in the organization, it allows employees to know what they need to be productive.

Basic Competencies are the essential knowledge and skills acquired by workers in relation to the learning targets and objectives set out in the curriculum for each key stage. The Basic Competencies represent just part of the curriculum requirement.

This competency identifies the knowledge and skills required to perform basic helper duties; following scheduling requirements and manufacturer's guidelines; and by using trouble-shooting techniques and proper tool care.

## UNIT 1

# PARTICIPATE IN WORKPLACE COMMUNICATION



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## LEARNING OBJECTIVES

After studying this unit, you will be able to:

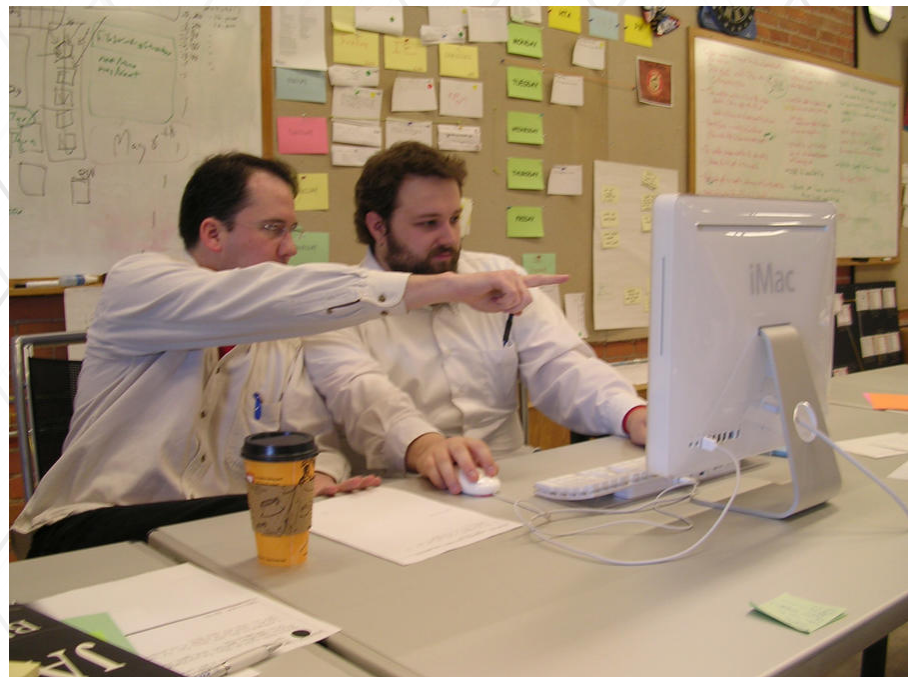
- Obtain and convey workplace information
- Participate in workplace meetings and discussions
- Explain complete relevant work related documents

## INTRODUCTION

The most common workplace communication barriers are non-attentive listening, interrupting others, inappropriate reaction, jumping to conclusions, failure to recognize body language synchronicity and gender difference. The first four barriers are self-explanatory, not listening, acting disproportionately to a situation or information, and making a judgment before having all the information. Most persons are aware these are negative actions in the workplace.

### KEY WORD

**Communication:** It is the purposeful activity of information exchange between two or more participants in order to convey or receive the intended meanings through a shared system.

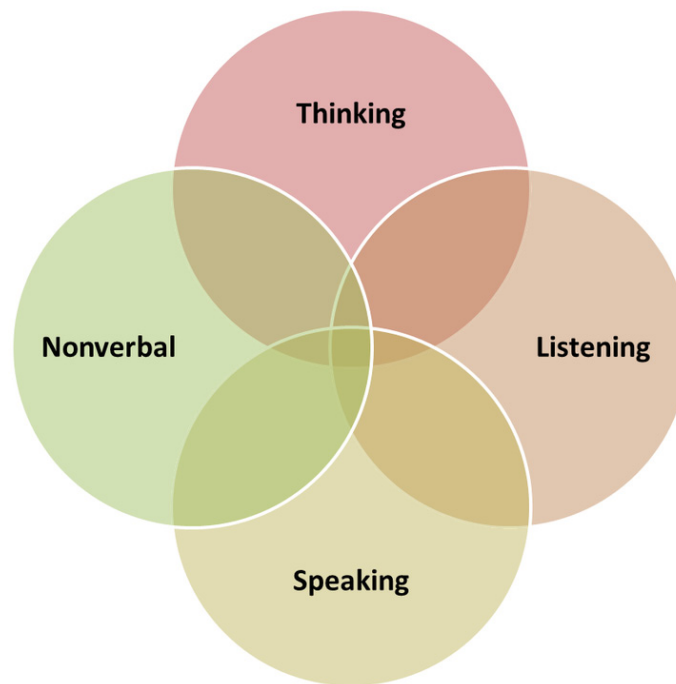


Effective communication skills are the key to improving your productivity and helping you advance your career. Not matter what your area of expertise is being able to communicate with others will greatly perk up your chances for success. Even if you are naturally shy and prone to nervousness, there are some things you can do to help you achieve good communication skills.

The communication skills involve these things:

- Thinking
- Speaking
- Listening
- Nonverbal

Start by evaluating your personality and try to find areas where you excel and areas where you could use some improvement. Maybe you have effective communication skills when it comes to gestures and body language, but lack a strong voice. Or maybe your voice is fine but you tend to get nervous and fidget too much when you are in front of a group of people. Knowing what areas you need to work on will give you a chance to become better at effective communication with others around you.



Participating in workplace communication involves informal interaction with co-workers, managers, clients, vendors and even custodial and cafeteria staff. Aim for professional, natural conversations with people you regularly see and work with for positive communications and a warm work environment. Stay away from negative gossip, lightly deflecting gossip sessions with a shrug to avoid becoming entangled in office imbroglios.

## OBTAIN AND CONVEY WORKPLACE INFORMATION

A workplace is the location at which an employee provides work for an employer. The workplace is located in a variety of settings including offices, manufacturing facilities or factories, stores, farms, out-of-doors, and in any location where work is performed. Home offices, telecommuting work arrangements, and world-wide employment relationships mean that almost any location, including the employee's home, may serve as and accurately be called, a workplace.

A workplace may also have policies on using equipment such as copiers, requesting or ordering supplies, and dealing with other administrative errata. Especially in a big business, lack of organized procedures can turn basic tasks into nightmares, especially for administrative assistants and support staff.

When communication is lacking in the workplace, it can have a negative effect on both productivity and office morale. A lack of workplace communication can lead to such things as gossip, resentment and high staff turnover.

Regularly scheduled meetings that encourage input on various issues from all staff members can be a great way to improve workplace communication. These meetings also send the message to staff that their opinions are valued, which makes them more likely to share their concerns and ideas.



Ensure that supervisors are accessible to the staff they manage. With such busy workloads, it is difficult for supervisors to maintain an “open door” policy, but if a supervisor is always behind a closed door or rarely in the office, their staff members are often at a loss when it comes to communicating with them. Ensure that supervisors set aside some “open door” time each day when they are available to staff.

Regular reviews can be a good opportunity for supervisors and the staff they manage to sit down and discuss issues affecting their jobs and the workplace as a whole.

Information is only useful if the right information is collected in the right format. The good news is there is a great quantity of information available from every workplace, associated industries and organizations. The bad news is that a lot of that information is of limited value to us. Increasingly every business receives more and more information and data.

Methods for obtaining and convey workplace information may include:

- Observation and listening
- File records
- Individual research
- Statistics and reports from other organizations
- Producing reports from data collected in the workplace
- Interviews with colleagues
- Defined workplace procedures for the location and storage of information are used.

## Specific and Relevant Information is Accessed from Appropriate Sources

---

Communication is essential for effective functioning in every part of an organization. Although marketing, production, finance, personnel, and maintenance departments may receive direction from corporate goals and objectives, communication links them together and facilitates organizational success. The importance of effective communication for managers cannot be

overemphasized for one specific reason: everything a manager does, involves communicating. Communication is needed to increase efficiency, satisfy customers, improve quality, and create innovative products.



The communication process consists of two phases.

- The transmission phase
- The feedback phase

In the transmission phase, information is sent from one individual or group-the sender-to another individual or group-the receiver. In the feedback phase, a common understanding is assured.

**Transmission Phase:** To begin the transmission phase, the sender decides on the message, which is the information the sender wants to communicate. The sender translates the message into symbols or language, a process called encoding. Once encoded, a message is transmitted through a medium to the receiver. The medium is simply the pathway, such as a phone call or letter, through which an encoded message is transmitted to a receiver.

**Feedback Phase:** The feedback phase is initiated by the receiver, who becomes the new sender. The receiver decides what message to send to the original sender (now the new receiver), encodes it, and transmits it through a chosen medium. The message might contain a confirmation that the original message was received and understood, or a restatement of the original message to make sure that it was correctly interpreted, or a request for more information.

There are some important appropriate sources that helps to access and specify the workplace communication information:

- Team members
- Suppliers
- Trade personnel
- Local government

### KEY WORD

**Encoding:** It converts information from a source into symbols for communication or storage.

## Team Members

It is imperative in a leadership role that you communicate effectively. An age old aphorism goes, “It is not what you say, but how you say it.” Communication is what separates a poor leader from an exceptional one. Having effective communication skills is the key to good leadership.

Ways to Communicate Effectively in the Workplace:

- **Open Meeting:** It is easier to communicate your passion and how you feel to your team via open meetings. In this kind of forum, they will not only hear what you are saying, they will also see and feel it. This approach still remains one of the best approaches to communicate effectively with a team.
- **One on One:** Experts have been able to prove that some people understand better when you take them aside and talk to them on a one-on-one basis. Ensure that you maintain eye contact with them to enable the message to sink in.
- **Emails:** In official settings, communication via email remains potent. It will enable you to pass messages to members of your team without pulling them out of their work stations.

*Communication via Training:* Your training should be tailored towards communicating certain information to your team members. Most employees take training serious, especially when it is part of their appraisal.

*Use Presentations:* Some people grasp messages easily when pictures and sounds are involved. Using presentations like Microsoft Power Point to communicate with your team will give them the opportunity to refer back to it if they are not clear about certain things.

*Use Simple Words:* The truth is that everybody cannot be on same page when it comes to vocabulary. Therefore, to be effective in your communications with your team members, use words that can be easily understood. When ambiguous words are used, you can be misunderstood and/or waste precious time having to explain yourself.

*Display Confidence and Seriousness:* Ensure that you display confidence and seriousness to ensure that you will not be taken for granted. When your team members notice any uncertainty and lack of seriousness when you are communicating with them, they are likely to treat the information with disdain or disregard. *Use Visuals:* Place visuals at strategic positions around the work stations of your team. They should not just hear the message, they should also see it. This gives room for better comprehension.

*Listen to Your Team Members:* Communication is intended to be a two way street. Do not just talk because you are the leader without listening to anyone else. Encourage them to open up so

### KEY WORD

**Conversation:** It is a form of interactive, spontaneous communication between two or more people.

you can be well guided when communicating in the future with them. You have two ears and one mouth –so you must listen more than you speak.

*Use the Appropriate Tone of Voice:* One word can mean a different thing when said in a different tone of voice. Make sure you use the appropriate tone of voice to communicate your message to your team so that you would not be misunderstood and discourage or demotivate members or cause them to shut down completely out of fear.

*Use Body Language:* Your body language will pass your message faster and better. Master the art of using body language when communicating with your team. Stand/sit up straight, use smiles, handshakes and eye contact.

*Avoid Unnecessary Repetition:* If you want your team members to take you serious, never sound like a broken record and do not beat a dead horse. Tell your team members what you want them to know or do and ask them if they are clear about it. If they are not, only then do you repeat what you have said.

*Create a Receptive Atmosphere:* To effectively communicate with your team, you must create a receptive atmosphere. Avoid a tense environment at all costs because when you communicate in an overly intense manner, the message you are trying to share might not be well understood or retained.

*Be Articulate:* Communication is indeed a skill that must be learned by all, especially if you want to lead any group of people. Being articulate when you communicate to your team members makes it easier for them to understand your message.

*Avoid Mumbling:* Your team members should be able to hear you clearly. When communicating with them, try as much as possible to speak clearly and not mumble words. When you mumble words or speak too quickly, you may assume that they are clear on the subject. But the truth is, they might not be. It also shows a lack of confidence on your part.

*Be Humorous:* Using friendly jokes when communicating with your team members will help pass your message along in a more relaxed way. This method of communication has been proven to be a highly effective way of dousing tension. When the atmosphere is unfriendly and intense, being humorous does the trick. If you must use jokes, please do not overdo it. Remember, you are not a stand-up comedian.

*Encourage Feedback:* Do not just talk and walk away. Give room for feedback so that you can measure the effectiveness of your style of communication. It will also afford you the privilege of knowing if your message was well understood.

*Be Appreciative:* After every communication session, via whatever means you have decided, always remember to thank your listeners for their time. It will cost you nothing and it is a simple courtesy.

*Gesticulate:* Use your hands to demonstrate your message. Make hand motions and signals to establish the seriousness of your subject matter when communicating with your team members. This shows that you understand what you are trying to relay to them. Just do not let your body movement become too exaggerated and intense.



## Suppliers

Downstream users may provide information regarding their uses to their suppliers, at least one year before the relevant registration deadline. Registrants can then include these uses in their chemical safety assessment.

Suppliers should provide information on the conditions of safe use of hazardous substances to downstream users. Downstream users may, in turn, contact the supplier if the conditions of use that are described do not match their actual conditions of use.

Suppliers are individuals or businesses that provide goods or services to vendors in return for the agreed upon compensation. As such, suppliers do not generally interact with consumers directly, leaving that task to vendors or shop owners. It is not unusual for a supplier to provide volume discounts to vendors when they agree to sign long-term contracts or place orders for large quantities.



Some suppliers choose to make the discount a little simpler by applying a fixed discount that applies to any order quantity over a certain number of units. Other suppliers prefer to go with discounts issued to customers who are willing to enter into contracts that feature a

duration of two to five years and commit the vendor to order a minimum number of units between the beginning date and ending date specified on the contract. Should the vendor fail to purchase that minimum number of units during the life of the contract, the supplier has the option of going back and charging penalties of some type.

Suppliers rarely rely simply on competitive pricing in order to secure steady clients. Along with price, they also tend to strive for quality, an attractive range of goods and services, quick response to customer queries, and timely delivery of the products once the order is placed.

### *Trade Personnel*

Excellent communication skills are essential for good performance management. They are important competencies used in the entire trade personnel communication process, from planning and communicating work expectations to recognizing employees for their successful achievements.

To communicate effectively with personnel there are some points are important such as:

- Make It Clear
- Suggestions and Feedback
- Use Multiple Channels

### *Local Government*

Good communication underpins our democratic system of government. It develops partnerships, informs policy development and improves service delivery, anticipates issues and manages expectations and enhances community participation in government.

Local government plays a very significant part in the life of the nation. It is an integral part of the democratic process. Furthermore, the activities of local authorities have an important economic and social impact. Because of the role local authority's play, the range of matters for which they are responsible and their closeness to local communities, local government has a more immediate effect on the day-to-day lives of the people than most other sectors of public administration.

Local government has therefore both a representational and an operational role, with responsibility for a range of services. It operates through a network of directly elected local authorities which provide, among other things, a forum for the democratic representation of local communities, giving expression to local identity, identifying local concerns and setting local priorities.

### **KEY WORD**

**Feedback** occurs when outputs of a system are routed back as inputs as part of a chain of cause-and-effect that forms a circuit or loop.

## Effective skills are used to gather and convey information

To make success any business required the some skills these are as following:

- Effective questioning
- Active listening
- Speaking skills are

### *Effective Questioning*

Effective questions are questions that are powerful and thought provoking. Effective questions are open-ended and not leading questions. They are not “why” questions, but rather “what” or “how” questions. “Why” questions are good for soliciting information, but can make people defensive so be thoughtful in your use of them. When asking effective questions, it is important to wait for the answer and not provide the answer.

When working with people to solve a problem, it is not enough to tell them what the problem is. They need to find out or understand it for themselves. You help them do this by asking them thought provoking questions. Rather than make assumptions find out what the person you are talking to knows about the problem.

### *Active Listening*

The way to improve your listening skills is to practice “active listening.” This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, try to understand the complete message being sent.

Active listening is a structured form of listening and responding that improves overall understanding. Of all the skill sets you can bring into the workplace, active listening is by far the most important. Whether it is engaging in one-on-one conversations, participating in meetings or even interviewing a potential candidate, people who master active listening skills will be more effective in everything they do.



## **POINTS TO REMEMBER**

In a workplace there are some useful point need to learn for communication, it may include:

1. Effective communication between downstream users and suppliers at all stages in the reach process ensures that relevant information is provided in the supply chain.
2. One role of a manager is to help employees improve their communication skills. When all members of a team, department, or organization are able to communicate effectively with each other

Active listening is a communication technique used in counselling, training and conflict resolution, which requires the listener to feed back what they hear to the speaker, by way of restating or paraphrasing what they have heard in their own words, to confirm what they have heard and moreover, to confirm the understanding of both parties.

Active listening is a skill that can be acquired and developed with practice. However, active listening can be difficult to master and will, therefore, take time and patience to develop.

### *Speaking Skills*

Speaking is the productive skill in the oral mode. It, like the other skills, is more complicated than it seems at first and involves more than just pronouncing words.

There are three kinds of speaking situations in which we find ourselves:

- Interactive,
- Partially interactive, and
- Non-interactive.

Interactive speaking situations include face-to-face conversations and telephone calls, in which we are alternately listening and speaking, and in which we have a chance to ask for clarification, repetition, or slower speech from our conversation partner. Some speaking situations are partially interactive, such as when giving a speech to a live audience, where the convention is that the audience does not interrupt the speech. The speaker nevertheless can see the audience and judge from the expressions on their faces and body language whether or not he or she is being understood.

Here are some of the micro-skills involved in speaking. The speaker has to:

- Pronounce the distinctive sounds of a language clearly enough so that people can distinguish them. This includes making tonal distinctions.
- Use stress and rhythmic patterns, and intonation patterns of the language clearly enough so that people can understand what is said.
- Use the correct forms of words. This may mean, for example, changes in the tense, case, or gender.
- Put words together in correct word order.
- Use vocabulary appropriately.
- Use the register or language variety that is appropriate to the situation and the relationship to the conversation partner.
- Make clear to the listener the main sentence constituents, such as subject, verb, object, by whatever means the language uses.

### **KEY WORD**

***Practitioner*** is someone who is qualified or registered to practice a particular occupation, profession, or religion.

- Make the main ideas stand out from supporting ideas or information.

## Appropriate Medium is used to Transfer Information and Ideas

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Communication can be defined as transmission or exchange of ideas, views, message, information or instructions between two or more persons by different means. The process of communication begins when the sender wants to transmit a fact, idea, opinion or other information to the receiver and ends with receiver's feedback to the sender. The main components of communication process are sender, message, channel, receiver and feedback.

Elements of communication process are given as following:

- Sender
- Message
- Encoding
- Media
- Decoding
- Receiver
- Feedback
- Noise

Transfer information and ideas the communication is a critical component of success in an office atmosphere. As such, it is necessary to learn as much as possible about the different methods and channels available for transmitting information in the workplace. Technology and etiquette protocol provide a variety of options when you are trying to get your point across.

The common means and ways for transmission of ideas are:

- (a) Spoken words;
- (b) Written words;
- (c) Diagrams, pictures or graphs; and
- (d) Gestures.

The rapid transmissions of information over long distances and easy access to information have become vital features of the modern world. Physics and Physicists have been at the forefront of this technological revolution.

There are some appropriate medium is used to transfer information and ideas:

### *Memorandum*

As one of the most common forms of communication within an office environment, the memo or memorandum serves as a quick note to convey information from one section of the company to another. It may be drafted by management and addressed to other employees or from a department head to the company at large. Generally, a memo will include a few basic elements, such as the name of the originator of the document, the intended recipient or recipients, the date of issue, the general topic, and the body of the document that contains the information to be shared.

There are actually a number of different types of common documents in this style that are employed in the business world. One often used format is referred to as the Memorandum of Understanding. This document is used to define and document the perimeters of a working relationship between two parties. Generally, the body of this note addresses the main reason

for the partnership, the anticipated outcome, and the general terms and conditions that will govern the business arrangement. In many cases, it serves as a precursor to a more formal contract.

### *Circular*

Circular is a written notification conveying some material information to different interested Parties. Circular conveys information regarding any product, policy change of address. Opening or shifting of a showroom or branch, change of representatives etc. Circular is the notification or conveyance of some information to the customers, employees, departments, public or interested parties. A circular letter is used to share the same information with a large audience. It differs in purpose from a personal letter, which sends particular information to one or a few recipients. Circular letters are often used to announce new information or to clarify policies. For circular letters, readership is diverse, so it can be difficult to gauge your audience's level of prior knowledge or familiarity with the content that you want to share. However, consider the majority of likely readers when you write, so that your letter is useful to the most people.

### *Notice*

Notices are methods used to keep the workforce as a whole up to date with what is going on. There are impersonal methods of communication i.e. the same communication is sent to all the workers. Notices may relate to vacant posts, holiday arrangements, union matters or social events and are likely to be displayed on a notice board. Sometimes important notices are included with wage or salary slips. They keep workers informed and attempt to make them feel a part of a large company. A notice is a written or an oral statement that contains the particulars of holding a meeting. When a circular is served among the members of the meeting to attend the meeting, it is called a notice. It is letter of invitation that carries the request to the members to attend a meeting. A notice includes time, place, date and agenda of a meeting. The notice should be sent by the proper authority in due time so that the members can attend the meeting in time.

### *Follow-up or Verbal Instructions*

The ability to understand or comprehend verbal instructions is a necessary requirement in most workplaces across all industries. Those with a cognitive impairment such as a specific learning disability or intellectual disability often experience some degree of difficulty with language in general and as a result, typically do not possess strong verbal communication skills. Consequently they may need extra support and consideration or alternative means of instruction.

## Appropriate Non-verbal Communication Use of

Non-verbal communication is quite probably the oldest form of communication known to man. Long before the first words were spoken or the first grunts uttered, man communicated with others through non-verbal. When early man became angry, his body language indicated his aggression toward others. If he became fearful, his body language communicated that as well.

Non-verbal communication is as much a language as English, Spanish, or French; it is a form of communicating with others. Like other languages, non-verbal communication is used to carry your message to those around you. Sometimes the message is intentional, such as giving someone a 'thumbs up' sign, and sometimes the message is from the unconscious mind and automatic, such as turning red in the face when you become angry.

Although verbal language originates in the frontal lobes of the brain, unconscious non-verbal come from the temporal lobes; they are instinctual. One of the functions of the temporal lobes is survival skills, which is the area that is responsible for non-verbal communication.

Nonverbal communication plays an important role in the workplace, particularly when you are dealing with the public. Nonverbal cues tell a speaker whether you are listening to him and are interested in what he has to say. Communication examples in the workplace can be applied to learn the proper way to interact with others on nonverbally.

## Lines of Communication with Supervisors and Colleagues

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### DID YOU KNOW

Face to Face Communication may be defined as communication when the communicator transmits his message in person to the receiver in person verbally and even non-verbally. Thus face to face communication is both verbal and non-verbal.

Communicating effectively can be difficult and is one of the most underrated workplace competencies to master. Here are some tips to help you and other federal employees better communicate and engage with your agency leaders:

Remember, you are not the only voice in the room. It is important to remember that your leader undoubtedly has any number of folks from other direct reports to senior leaders to colleagues demanding his attention just as much as you are. While it may appear that your manager is not listening, likely he is trying to make the best of competing demands, which are each worthy in their own right.

Understand your leader's preferences. Take a moment to think back on conversations that you have had with your leader and identify when you had the best outcomes from your communications. Did your manager respond best to a written email? Or to a presentation with slides? Did he enjoy sitting in front of a whiteboard and sketching out ideas? By understanding your leader's communications preferences, you will be better able to connect and engage him in your work.

Essential duties and responsibilities include the following. (Other duties may be assigned). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Supervises assigned staff, determines work performance standards, provides employee feedback and evaluations, conducts pre-employment interviews, and works with management to address employee disciplinary issues.
- Ensures that shop work practices are both current and safe, through effective training, guidance, enforcement of shop safety practices, and monitoring of shop activities.
- Oversees training of shop staff about University policies/communications, new work methods, practices, and policies. Provides technical support and guidance relative to various trade-related systems, equipment, or techniques.

Monitors and oversees both shop and contractor activities to ensure a high degree of customer service to the campus community; which meet or exceed departmental customer service standards. Ensure that shop activities are effectively communicated and coordinated with departmental and campus stakeholders.

Supports and effectively implements the use of technology into shop business practices. Utilizes Facilities and campus software programs, which include a CMMS (Computerized Maintenance Management System), labor entry and mobile work management. Ensures that data entry is accurately and timely entered into software systems, including word processing and Excel files.

Oversees and manages contractors and temporary labor to supplement the workforce as necessary. Provides general contractor-type oversight for multi-trade renovation and construction projects. Develops and maintains project schedules and coordinates work activity with stakeholders.

Ensures that shop activities are compliant with applicable building codes and other state and municipal building regulations. Where necessary, provide documentation for building permits and/or safety inspections; completes all inspections and repairs as required by codes and other applicable laws.

Assumes shop-level financial responsibility for material purchases, contracted services, proper accounting of employee labor and time. Provide full accountability of all shop supplies, equipment, and materials used on work orders.

Plans, schedules, and coordinates the campus carpet, window treatment, and window screen maintenance programs.

## Workplace Procedures for the Location and Storage of Information

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Workplace procedures are used to provide employees with approved methods of carrying out particular tasks.

One way of writing up a workplace procedure is to use the format of a Safe Operating Procedure, or SOP. This can be posted up on a laminated page near the machine. Some companies also use SOPs to verify that the operator has been trained in that procedure by asking them to sign a copy, which is then kept in their personnel file.

More complex safety procedures can be documented in the form of a Job Safety Analysis (JSA), also referred to as a Safe Work Method Statement (SWMS). The layout of these documents makes it easier to show multiple tasks and include the responsibilities of different personnel.

Particular types of procedures are included in the company's Policies and Procedures Manual. These include tasks such as housekeeping, machine isolation and reporting faults. Some of these are also reproduced in the Employee Induction Manual, so that new employees can be made aware of them before they start work.

### Contents

- Sentence construction
- Technical writing
- Recording information

## *Conditions*

The students/trainees must be provided with the following:

- Paper
- Pencils/ball pen
- References (books)
- Manuals

## *Methodologies*

- Group discussions
- Interaction
- Lecture

## *Assessment Methods*

- Written test
- Practical/performance test
- Interview

Most community service organizations will have in place policies and procedures that govern and regulate privacy and confidentiality of client information. What information can be shared with other organizations, who shares it and how this information is given out should be clearly defined in any effective, professional service. It is often incorporated into a worker's duty statement or job description.

## Policy and Procedures Manual

What are the areas covered in a policy and procedure manual? This can vary depending on the nature of the organization, but may include:

- Personnel practices (staff recruitment, training, holiday leave arrangements, promotions, performance appraisals, supervision)
- Complaints and disputes procedures
- Case management procedures (how the agency determines eligibility for the service, assesses client need and individual goal setting to address needs identified)
- Occupational health and safety procedures
- Conflict resolution processes
- Communication
- Delegations (who can make decisions about what, e.g. approval process for spending money)
- Notification of child abuse procedures
- Critical incidents procedures
- Confidentiality
- Referral
- Duty of care
- Coordination/networking with external agencies

## PARTICIPATE IN WORKPLACE MEETINGS AND DISCUSSIONS

Participating in a meeting is a chance to get noticed by the peers and superiors. What anyone bring to a meeting -- and what they don't bring -- can give others a positive or erroneous impression of you. Prepare yourself for business meetings and follow a few simple rules to make yourself stand out like a star performer instead of a sore thumb.



Prepare for the meeting by reading the agenda and brushing up on what's going on. If you're not sure what the meeting's about, ask someone so you can prepare. If the meeting is a regular meeting with minutes taken, read minutes of past meetings to learn what's already been discussed and decided. If the meeting is organized, the participants might follow Robert's Rules of Order. This includes participants making a motion, one person seconding each motion, discussion, then a vote called by the meeting chair.

### *Meeting Purpose*

You have to be very clear on why you are calling a meeting. That is, you have to be very clear on what you want to accomplish and why you are bringing together the group of people that have been invited.

Meetings are held for any of the following reasons:

- To sort out any conflicts.
- To negotiate a contract or agreement, or matters to do with it.
- To deal with a current problem within the group or within the business or organization.
- To receive a report for assessment and review.
- To supply information to those present or to canvas views of those present on the particular matter at hand.

## Team Meetings are attended on Time

Effective meetings do not happen automatically. Planning the design, the equipment needed and who needs to be involved is critical to a meeting's success. Most resources about effective meetings refer to business meetings. There is a different dynamic for not-for-profit and volunteer organizations. This Factsheet discusses key components to help make not-for-profit organization meetings more effective.

Meetings can be useful. Workers can learn directly rather than through the grapevine about new personnel policies or participate in decisions affecting them. Subordinates can keep supervisors and co-workers informed of new developments or conditions encountered on the job. Often workers come in contact with potential problems first, and early detection can save time and expense. Meetings, then, are held to inform people about policies or operations, gather information, conduct training, resolve problems, or make decisions.



What makes for an effective meeting? Having a purpose, preparing ahead of time, setting goals during the meeting, and making provisions for follow-through and assessment afterwards are critical. A successful meeting is like a team who carefully cuts, trims and prepares a portion of meat to be hung by a hook. A hook is added, the meat is lifted and placed on a rail, and sent on its way. Oftentimes much work takes place in meetings. The participants may have cut, cleaned and even lifted the heavy carcass, but they have failed to put it on the rail. Next time, they will have to clean and lift it again.

Effective meetings are gatherings in which the agenda is clearly defined, the meeting is carefully structured and the participants arrive organized and prepared for the event. Goals for an effective meeting should include starting and ending on time, addressing all agenda items in full and summarizing the results of the meeting for all participants.

### **PROGRESS CHECK**

1. What are the effective skills used to gather and convey information?
2. Explain appropriate medium used to transfer information and ideas
3. Discuss the individual opinions which are clearly expressed and listened to without interruption.
4. Find the process for take meeting protocols

Select a time, day and meeting place that's convenient for the most participants. If an individual is unable to attend the meeting in person, arrange for teleconferencing or videoconferencing.

Make sure the venue is appropriate for the meeting, providing an acceptable amount of seating, workspace and amenities. Offer refreshments for lengthy gatherings. The goal is to create an environment where participants are comfortable, relaxed and have access to the equipment and materials they need to successfully participate in the meeting.

### *Clearly Express Own Opinion Without Interruption*

Many employees have opinions about their workplaces but never voice them for fear of reprisal. This tendency keeps valuable information hidden from those who make decisions. Voicing opinions in a professional manner can boost the profile of an employee and improve the morale of a company. Leaders who are receptive to all opinions, whether they are ideas, constructive feedback or even concerns over a decision, have employees who are more engaged and productive.



You expressed clearly your opinion without any interruption, but you act and follow something such as:

### *Leaders*

Typically, employees are comfortable voicing opinions to their colleagues and subordinates but not to their bosses. If an employee's relationship with his boss consists of open, honest dialogue, carefully voicing of opinions can often increase respect and deepen the relationship. If the opinion could be perceived as negative, share it privately and as constructively as possible. Leaders who want to establish an open dialogue should listen attentively and thank employees for their thoughts, even if they disagree.

## *Submitting Ideas*

Ideas are one type of opinion that is critical to voice with peers or leaders because they shape the future of the organization. If the organization is hierarchical, it may be best for employees to use predetermined mechanisms, such as surveys or suggestion boxes.

If the organization has created an environment where opinions are solicited and rewarded, then employees should connect directly with peers or leaders or speak up during brainstorming sessions to discuss new ideas.

## *Constructive Feedback*

Constructive feedback, such as performance feedback, document critiques or feelings about a recent decision, are difficult for some employees to voice, but these opinions are a vital part of improving quality. For example, a leader asks an employee to review a sales presentation, but the employee has a suggestion for a better approach. Wherever possible, offer opinions privately to reduce resistance to feedback. Also, communicate the opinion as an opinion and not a fact to quell defensive reactions.

## *Staying Silent*

Sometimes, it is prudent to not voice an opinion, depending on the leader, the venue and the other people present. For example, voicing an unpopular opinion in a large forum such as a department meeting can create strong, negative reactions. In addition, leaders who prefer hierarchies or exhibit defensiveness may not respond well to opinions from line employees. Avoid expressing opinions that have already been expressed by others and do not express a dissenting opinion when an executive has said the decision is final.

## Meeting Purpose and Established Protocols

Meetings are an important element of business management. Meetings enable you and your employees to communicate and share information, solve problems or resolve disputes, improve performance, build teamwork and move projects forward. Workplace meetings can be formal or informal, and the number of participants can range from two to several hundred, depending on the size of your company. Your suppliers, customers and business partners may also participate in workplace meetings if your company has a policy of collaboration.



The major purposes of meetings are:

- To explain new policies, laws, services, protocols, systems, restructuring anything that involves change.
- To accept reports or recommendations.
- To get help in making decisions, solving problems, allocating resources, pre-paring plans, establishing priorities, generating ideas, or assigning tasks.
- To persuade or obtain commitment for an idea, program, or proposal.
- To teach, train, demonstrate, or explain tasks and procedures.

To congratulate or reward.

### *Take Meeting Protocols*

Businesses will hold meetings to discuss agendas, problems or regulations that may need special attention. Within the structure of these meetings, members will uphold protocol structure with a chairperson, secretary and participants exchanging viewpoints while voting on topics.

During the meeting, the secretary will take down the minutes a process where the entire discussion is outlined. This report contains what the agenda was about. This written documentation is preserved in company records.

Some meeting protocols are:

- Observing meeting
- Compliance with meeting decisions
- Obeying meeting instructions

### Conduct Workplace Interaction in a Courteous Manner

Courteous in the workplace is not only beneficial for the company, but for the employees who must work together daily. Being courteous includes the way you talk amongst other employees, the attire you wear, your attitude towards your job and the way you conduct business. Discourteous behavior can hold the company and team back from becoming successful.



Just as being courteous in any social setting, being polite at work begins with treating others as you would like to be treated or even better. Do not leave the copy machine empty; fill it with paper or toner when it runs out on you. If you borrow something from a coworker's desk, leave a polite note. Respond as promptly as possible to colleagues' requests and questions. Try to be aware of the workloads of other people when asking for help on projects. Do not interrupt people when they are speaking and compliment the work of others.

Give constructive criticism when asked but do not criticize just because you would have gone about something a different way. Respect the contributions of your teammates.

Always be courteous in your communications with others. Courtesy lets people know that you care. The words "Thank You" show that you appreciate a person's efforts. Try saying, "would you please..." instead of just, "Please..." You will sound less dogmatic.

There some courteous manner in a workplace interactions are:

- Face to face
- Telephone
- Electronic and two way radio
- Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams

## Improve Common Courtesy at Work

A work environment in which colleagues and co-workers feel respected can lead to greater levels of productivity and higher morale. While it can be difficult to define courtesy and the way people should ideally interact with one another, you can develop guidelines and institute role-playing activities to demonstrate best practices for making your workplace friendlier and more professional.

### *Develop Written Guidelines*

What is seen as courteous behavior to one person may not be as recognizable to another, especially when employees have diverse backgrounds and levels of experience. Develop written guidelines that describe examples of courteous behaviors, such as a professional tone of voice, appropriate word choice, inclusive practices and respectful measures. Distribute the guidelines to employees, discuss them in a group setting and use them for future training purposes.

### *Conduct Courtesy Training*

Because courtesy issues can be difficult to pinpoint and describe, use role-playing scenarios to identify courtesy missteps and offer suggestions for better practices. For example, at a department meeting, recruit several staff members to demonstrate how others can perceive things such as body language, remarks and gestures as rude or demeaning.

For example, portray a group of colleagues publicly excluding a co-worker from an after-work event, interrupting a manager during a presentation or barging into an office without knocking. Demonstrate both a wrong and a right way to approach these scenarios.

### *Invite Employee Input*

Your employees know firsthand what strikes them as courteous and discourteous behavior from co-workers. Invite staffers to share examples of behavior they find off-putting, and integrate the information you gather into future training and informational sessions. Take the edge off the topic by adding levity. You also can post a “Top 10 List of Courtesy Do not” in the break room for example, do not leave your dirty dishes in the sink, do not interrupt a colleague while he is on the phone, do not leave the copy paper tray empty and do not patronize others with a condescending tone of voice. You also might include a “Do” suggestion list, such as offer to lend a hand to an overwhelmed colleague, invite everyone in the department to celebrate a colleague’s birthday and knock on office doors before entering.

### *Measure Courtesy Practices*

Evaluate an employee’s level of courtesy to colleagues as part of his annual performance assessment. Just as you would rate an employee on meeting goals and objectives, provide feedback on courtesy issues as well. For example, if an employee is typically curt and dismissive of colleagues, your performance evaluation can include specific instances in which this attitude and demeanor was seen as unprofessional by a co-worker. Help the employee set goals for recognizing and altering future behaviors.

## Meetings Outcomes are Interpreted and Implemented

The workplace must operate efficiently to achieve the best outcomes for the business. Just think about the many functions that must be achieved in your workplace and how that translates into technology and systems required for an efficiently functioning office. Outcome is an explicit statement of the changes the program must make and the results that it must effect in its environment to deal with an identified issue and achieve its desired future/vision/mission. An Outcome is a specific, vital, positive organizational or environmental change that moves the program forward to its desired future. The Outcome must be based on identified issues and they must provide the basis for developing strategies to achieve the outcome. The Outcome indicates the direction of change desired (increase, decrease, maintain).

Why are you having your meeting, and what do you hope to accomplish as a result of the meeting? Those are the critical questions you need to answer before you even begin to plan your meeting. The answers to those questions should appear right at the top of the meeting agenda. That purpose statement is the answer to the question why?



Desired outcomes are a description of the specific accomplishments of the meeting -- tangible things that you want to have in your hand at the end of the meeting. In the parking lot example, the outcomes might be:

- An agreed-on list of the problems with the parking
- An agreed-on list of the causes of those problems
- A list of next steps

Before you call for any meeting, push yourself to deeply examine, why you need the meeting.

- Has the purpose of the meeting been identified as “discussing new communication strategies” when the real issue is trust between management and staff?
- Are you calling a meeting the purpose of selecting a new math curriculum to boost lethargic math scores? But have you considered first meeting to examine the test data to determine the specific areas/skills on which students seem to be falling down? Perhaps the entire curriculum does not need to be dismantled; maybe it just needs to be supplemented.
- Or, your first thought may be: “We need to get together to talk about constructing a parking lot.” But, if you push yourself, you realize the real purpose of the meeting should be to identify the parking problems around the school and analyze the causes -- before you float one possible solution.

## COMPLETE RELEVANT WORK RELATED DOCUMENTS

The organization owners must maintain certain legal documents for employees. One example is the I-9 form, which verifies that an employee can legally work in the United States. The company may also keep a photo of the employee’s driver’s license and Social Security card as further documentation for her legal status. Moreover, employees are usually asked to fill out W-4 forms the day they start their jobs, which are included in their human resource folders. These forms show the number of personal tax exemptions an employee claims.

Document control specialists are responsible for managing company documents while also ensuring their accuracy, quality and integrity. These specialists help companies adhere to record retention policies, safeguard information and retrieve data more effectively. As companies and organizations continue to work at becoming more Eco-friendly and efficient, and as new laws and company guidelines are initiated to protect consumer and proprietary records,

## Range of Forms Relating to Conditions of Employment

The range of forms relating to conditions of employment may include employment contracts, leave applications, records of hours worked, sickness and accident reports, hazard/risk reports, inventories, cleaning schedules. Evidence of completion of two items is required for assessment. The range of forms relating to conditions of employment in a workplace are:

- Personnel form
- Telephone message form
- Safety Report

### *Personnel Forms*

It is a part of keeping a business running as well as possible is keeping efficient records of the employees currently hired, and those that have moved on to other jobs. The best way to do that is by actually having personnel record forms that you can use to list any and all important data that you may need to know. This particular Personnel Form will perform wonderfully as a brief summary of your employee's records. This particular edition of the Personnel Form has been created with some extra wide rows. These extra wide rows allow you an easier time of entering the information you want by hand. Definitely a huge help when you are trying to figure out the exact wording that needs to go onto the form.

### *Telephone Message Forms*

Many people who work in offices must answer the telephone for other people. This form shows what kind of information you must write in the message.

In an office environment, you may be responsible for answering the telephone and taking message for others. It is essential to be courteous to the caller and write down the messages accurately. As you read the instruction in the form, note that the numbered steps corresponds with the circled numbers shown beside the form.

### *Safety Report*

A safety report is constructed and written by companies in various industries. It is commonly written by companies that deal with machinery, equipment of various types and items that require manual maintenance to ensure a safe environment for workers. When you write a safety report, you not only need to outline each piece of machinery or equipment that can be a hazard to workers, but you also need to create a maintenance schedule with tasks.

Instruction for write a safety report such as:

- Write an introduction outlines the purpose of the safety report. For example, the report could focus on preventing dangerous situations in the work place, informing workers how to perform specific tasks on specific machinery or how to complete maintenance on equipment.
- Write a list of each piece of equipment or machinery you want to cover in the safety

report. You should also provide a brief description of each item, including its purpose, what products it creates and how it is maintained to ensure it is functioning in a safe manner.

- Identify the equipment or machinery that serves more than one purpose. For example, one item could perform two tasks in a company, such as scaffolding and ladders. You need to outline each task and provide a list of how each task is performed. This can teach employees how to use the equipment in the safest manner possible

## Workplace Data is recorded on Standard Workplace Forms

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In every workplace you are required to identify and keep records. The records that you are required to keep will be determined by your job tasks. It contains formative assessments for a range of commonly used records such as physical records, preparing and processing basic financial transactions, establishing and maintaining a cashbook and reconciling and preparing invoices.

In businesses, in the rural and regional sectors, the industry sectors can be quite varied. However the record keeping and administration requirements have many common factors related to the:

- Types of records;
- Legislative requirements;
- Ethical standards;
- Technology and equipment used;
- Errors in recording information on forms/ documents are identified and properly acted upon.

Both the physical and financial records of the business are vital for planning purposes, meeting legislative requirements and the efficient operation of the business on a daily basis.

Some records may be destroyed after their legal retention period has expired (for most purposes, this period is seven years). An association should not destroy any records unless they are absolutely certain that the records can safely and legally be destroyed. An association should have a policy on storing and destroying records. No record should be destroyed without the appropriate authorization. Records that must be kept permanently are archived and must not be destroyed. Records that have permanent value are historical documents, minutes of meetings and legal documents. Archived records can be stored on-site or at an off-site storage facility.

## Basic Mathematical Processes

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Your company culture includes routines for completing work tasks. Together, related tasks form processes. For example, a new car goes through many production processes before it is ready to sell to the consumer. You and your employees teach others how to perform steps in each routine so the outcome will be the same every time. Some processes allow for flexibility in the performance of individual steps. You want employees to contribute to the workplace culture by suggesting the elimination of unnecessary steps in work processes. In operational planning, consider the routines that make up each work process. For example, in a bicycle factory, each manager oversees at least one work process such as building a particular bicycle model from start to finish. It is a manager's job to ensure every routine in the process of building the bicycle is cost-effective and efficient in terms of employee labor hours and machine hours.

### *Make an Employee Work Schedule*

Creating an employee work schedule that meets your business needs and employee desires can be a big challenge. Understaffing can make your employees feel unnecessary stress, but if you overstaff, you are wasting money. As the manager, it is important to find a good balance between all of this. If schedules vary over time, give your employees enough notice to rearrange their personal schedules if necessary.

### *Increased Productivity and Efficiency*

All businesses want to boost productivity and efficiency while reducing errors and accidents, but this is especially important for small businesses operating with tighter budgets and smaller staffs. Standardization can be an effective way to increase productivity and efficiency, since it defines expectations, formalizes processes and creates accountability. Not all employees may welcome standardization, since it can reduce opportunities for creativity and individual decision-making.

## Error Rectification in Recording Information

### *Rectification of Error*

In financial accounting, every single event occurring in monetary terms is recorded. Sometimes, it just so happens that some events are either not recorded or it is recorded in the wrong head of account or wrong figure is recorded in the correct head of account.

Whatever the reason may be, there is always a chance of error in the books of accounts. These errors in accounting require rectification. The procedure adopted to rectify errors in financial accounting is called "Rectification of error".

### *How to Rectify These Errors*

One way of rectification is that we can simply erase or overwrite the incorrect entry and replace it with the correct one. But this practice is not allowed in accounting. We have to Rectify / correct the mistake by recording another entry.

### *Error of Omission*

One of the most common errors is that an event escapes recording. This means that an event occurred but we did not record it. For example, we discussed about bank charges being deducted by banks without our knowledge or our payments made by banks on our standing orders etc. There can be other reasons as well. Such errors are called Errors of Omission.

### *Error of Commission*

Then, there is a chance that the event is classified and recorded correctly but within wrong classification of account. For example, a payment to Mr. A, who is a debtor, is recorded in the account of Mr. B, who is also a debtor. Now the classification is correct but entry is posted in the wrong account. Such errors are called Errors of Commission.

### *Error of Principle*

Then there are errors in which an entry is recorded in the wrong class of account. For example

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a purchase of fixed asset, say, a vehicle is recorded in an expense account. These errors are called Errors of Principle.

## Reporting Requirements to Supervisor

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For many companies, the typical organizational structure progresses from front-line staff to supervisor to manager to director, executive and CEO. Small businesses may have less formal relationships between supervisors and employees. Or, the line between supervisor and employee in a small organization might be unclear because both are more equal contributors to the company. This means the nature of supervisor-employee relationships will differ greatly, and they may be based on structure, friendships, location and government regulations.

### *Role of a Supervisor in the Workplace*

Supervisors have many different levels of responsibility. They answer to company management, but they also are responsible for the development and activities of their staff members. Understanding the daily challenges of this role can help you be an effective supervisor and foster respect for the efforts of the supervisors in your company

- Discipline
- Development
- Peace Maker
- Productivity

### *Importance of Communication Skills for Supervisors*

Communication skills whether verbal or written are core competencies expected in virtually any position within the workplace. The ability to communicate with employees at every level in the organization is especially important for supervisors who want to improve department operations and the performance and productivity of the employees under their supervision.

- Employee Feedback
- Interdepartmental Relationships
- Resolving Conflict
- Supervisors as Role Models
- Performance Management
- Self-Promotion

Level: Beginner to Advanced  
Subject: Computer Science



## COMPUTER SYSTEMS SERVICING: Intermediate

### 2nd Edition

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Computer Systems Servicing Intermediate 2nd Edition conglomerates many different practical and visual skills with knowledge of specialized materials and techniques. Computer servicing and repair technicians maintain desktop and laptop computers by communicating with the computer user, performing diagnostic testing, and making repairs. They may detect and remove computer viruses, update software, install firewalls and security programs, upgrade computer memory, or connect and configure Internet and network connections.

This book is designed to develop knowledge, skills, and attitudes of a Computer Service Technician in accordance with industry standards. It covers basic and common competencies such as installing, maintaining, configuring, and diagnosing computer systems and networks. The content is restructured and revised in this edition. The key competencies may include but are not limited to:

- Participate in Workplace Communication
- Work in Team Environment
- Practice Career Professionalism
- Practice Occupational Health and Safety Procedures
- Apply Quality Standards
- Perform Computer Operations
- Perform Mensuration and Calculation
- Prepare and Interpret Technical Drawing
- Use Hand Tools
- Terminate and Connect Electrical Wiring and Electronic Circuits
- Install computer systems and networks
- Diagnose and troubleshoot computer systems
- Configure computer systems and networks
- Maintain computer systems and networks
- Computer Memory Services

The Book comes with a companion DVD for rich learning experience, which includes:

1. E-Book with further reading and learning links.
2. Interactive E-lecture of each chapter. E-lectures are expressive, informational, entertaining and persuasive, it uses the tool of self-exploration, which makes it easy to learn and understand each topic in detail. It is very informative as concrete details are provided and also entertaining, as graphics and other visuals are provided to make the learning process more interactive.
3. Video Lecture of each chapter, which explains each topic in detail with examples, animations, images and text and makes it easy to understand the topics in easier, simpler and better way.
4. Huge Database of Interactive Assessments for each chapter, which is also printable.
5. Further reading and learning links for each topic.
6. Glossary and Notes for each chapter to understand each chapter with to the point information.
7. The DVD also includes a printable workbook, which walks through with a various sets of questions and choices and assists in completing the curriculum. The workbook covers; Learning Objectives, Essential Concepts, Matching Definitions, Study Problem, Questions, Fill in the Blanks and Answers.
8. Review Questions for each chapter are also given in the DVD, which are also printable.

The DVD is also a useful tool for teachers to teach with digital resources in classroom and do a great job of illustrating skills and techniques that are otherwise difficult to explain.

COMPUTER SYSTEMS SERVICING: Intermediate



3G E-LEARNING

www.3ge-learning.com  
email: info@3ge-learning.com

ISBN 978-1-68094-807-3



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