## Research Project

You have to do research about the following

* Communication channels in the organisation: upwards, downwards, horizontal
* Communication resources such as telephone, fax, computers: which resources does your organisation make use of
* Technological resources used by the organisation, such as computers: which resources does your organisation make use of
* What multilingual needs exist in the organisation: how many languages are spoken in your organisation, how are the multilingual needs addressed

1. Plan your research, using the following guidelines. You have put your plan in writing, in the form of a report to your mentor / supervisor.

* Identify the industry in which your organisation operates.
* What learning resources are available in your organisation? Make sure that you include magazines, newsletters, manuals, technical or otherwise, operations manuals, etc. – in short, everything that is available in your organisation.
* Plan your learning resources: what learning resources do you plan on using?
* How will you gather information? You have to list at least two techniques, of which one must be interviews.
* Design a questionnaire with that you will use to interview the HR department and other relevant departments and employees. The questions should give you information as required regarding communication channels in the organisation, communication resources as used in the organisation, technological resources used by the organisation and the multilingual needs of the organisation. You have to include at least 4 questions for each category.

1. Do the research as planned. You have to send the questionnaire to at least 20 people in the organisation. Include employees, supervisors and managers in your survey. It is also important to include the HR manager in your survey.
2. Once you have done the research:

* Classify and sort your information in writing.
* Summarise your findings. Attach your summary to the assignment.
* Write a report about your findings. Your headings should include at least: communication strategies, communication resources, technological resources, multilingual needs of the organisation as well as a conclusion of how this impacts on the occupational learning of employees.
* Make a recommendation of how to improve occupational learning in your organisation through the use of learning resources and communication channels in the organisation. Also make recommendations on how to lessen the impact of different languages on the learning process in your organisation.

## Work Sample

During the previous assignment you were requested to trace all the learning resources available in your organisation.

1. Develop a database for the learning resources.
2. Send it to your HR manager under cover of a memo. Attach the memo to your assessment

## Workplace project

The learner must attend at least two team meetings and a workshop or other learning activity

During the meetings, the learner must take his/her turn to take the minutes of the meeting and chair the meeting or merely attend the meeting. A copy of the minutes must be attached to the assessment.

The learner must be assessed by his/her peers and supervisor about his/her conduct during the meetings regarding the following: Use the checklist provided

* negotiating techniques
* conflict management
* Take op own responsibilities in the team
* Finish tasks on time
* Be willing to rotate roles, in other words swap responsibilities with another team member

|  |  |  |  |
| --- | --- | --- | --- |
| Name of learner being assessed: | | | |
| Date and time of meeting: | | | |
| Purpose of meeting: | | | |
| **Evaluation** | **Motivation of your answer** | | **Yes/No** |
| Did the learner actively participate in team meetings? | Attach copies of minutes to prove this | |  |
| Did the learner chair a meeting? | Attach copies of minutes to prove this | |  |
| Did the take and distribute minutes of a meeting? | Attach copies of minutes and the distribution list to prove this | |  |
| Is the learner willing to rotate roles, in other words swap responsibilities with another team member? | Give an example | |  |
| Does the learner finish tasks on time? | Give an example | |  |
| Does the learner’s contribution to the team result in projects being completed on time? | Give an example | |  |
| Does the learner take the time to explain matters to other team members, leading to the transfer of knowledge? | Give an example | |  |
| Did the learner use conflict management techniques to defuse potential conflict situations? | Give an example | |  |
| Did the learner use negotiation skills in order to reach consensus? | Give an example | |  |
|  | |  | |
| **Learner signature** | | **Supervisor/peer signature** | |
|  | |  | |
| **Date** | | **Date** | |