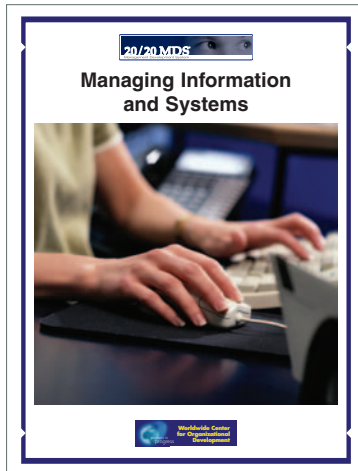


Managing Information and Systems (Level B)



Underpinning Competencies

- Thinking Clearly and Analytically
- Listening and Organising
- Reciprocal Communication
- Getting Unbiased Information

Linked Assessments (where applicable)

N/A

Elective

Communication has been defined as: “the process of passing or exchanging information, ideas or beliefs”. Another definition is that it is: “the transfer of an idea or of information from one party to another so that it is understood and can be acted upon”. Giving or receiving information is one thing. Doing so in a form that allows the information to be acted on is another. It requires clarity and fitness for purpose and is more difficult and complex than at first appears.

This module explores the process of communication and emphasises the need to collect and apply only relevant and appropriate information in your role as a manager. With information coming at you from every side, the way in which you review and analyse what is important and what is not will make a fundamental difference to the decisions you take and the advice and help you provide.

Objectives

At the end of this module you will be able to:

- describe the key characteristics of effective communication and their importance in the workplace
- assess and evaluate information so as to identify trends and issues
- establish and maintain appropriate systems for collecting, reviewing and using information
- analyse information from a range of sources for use in the decision-making and problem solving process
- select and implement management and communication systems.