

Title:	Participating in Workplace Meetings and Discussions
Level:	Level 1
Credit value:	3
GLH:	27
Unique Reference Number:	R/652/0542
Sector Subject Area:	14.1 Foundations for Learning and Life
Aim:	The aim of this unit is to develop the learner's knowledge and skills in participating effectively in workplace meetings and discussions. Learners will develop the ability to prepare for meetings, contribute appropriately to discussions and communicate information clearly in workplace situations.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	<p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity. Direct observation should form a primary source of evidence and be supported, where appropriate, by discussion, annotated screenshots or photographs, saved documents, or witness statements.</p> <p>Skills-based assessment must be carried out over an appropriate period of time to ensure consistency and independence of performance.</p> <p>Evidence must confirm that the learner can prepare for and participate appropriately in workplace meetings or discussions and communicate information clearly.</p>

Learning outcomes

The learner will:

1. Understand the purpose of meetings and discussions in the workplace.

Delivery content:

The aim of this learning outcome is to develop the learner's understanding of why meetings and discussions take place in the workplace and how they support business activities.

The learner must demonstrate that they can:

<p>1.1 Identify different types of workplace meetings and discussions.</p> <p>1.2 Describe the purpose of meetings in a business environment.</p> <p>1.3 Explain the importance of effective participation in workplace meetings and discussions.</p>
<p>2. Be able to prepare for workplace meetings or discussions.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner's skills in preparing to participate in workplace meetings or discussions.</p> <p>The learner must demonstrate that they can:</p> <p>2.1 Identify information required for a meeting or discussion.</p> <p>2.2 Review information or materials before a meeting or discussion.</p> <p>2.3 Prepare to contribute to a workplace meeting or discussion.</p>
<p>3. Be able to participate appropriately in workplace meetings or discussions.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner's skills in participating appropriately during workplace meetings or discussions.</p> <p>The learner must demonstrate that they can:</p> <p>3.1 Listen carefully to information shared during meetings or discussions.</p> <p>3.2 Contribute relevant information or ideas during discussions.</p> <p>3.3 Demonstrate appropriate behaviour during meetings or discussions.</p>
<p>4. Be able to communicate information during workplace meetings or discussions.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner's skills in communicating information clearly during workplace meetings or discussions.</p> <p>The learner must demonstrate that they can:</p> <p>4.1 Communicate information clearly during discussions.</p> <p>4.2 Respond appropriately to questions or comments during meetings.</p> <p>4.3 Summarise key points from discussions when required.</p>

<p>Scope of Training</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
<p>Requirements</p>	
<p>Types of workplace meetings and discussions:</p>	<p>Definition:</p> <p>Different forms of meetings or discussions that take place within a workplace to share information, discuss tasks or make decisions.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that workplace meetings and discussions may include: <ul style="list-style-type: none"> ○ Team meetings. ○ Project or task discussions. ○ Briefing meetings. ○ Informal workplace discussions. • Learners should recognise that meetings and discussions may take place in both formal and informal workplace situations. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Departmental meetings. • Problem-solving discussions. • Planning meetings. • Update or progress meetings.
<p>Purpose of meetings in a business environment:</p>	<p>Definition:</p> <p>The reason meetings are held in a workplace to support communication, planning and decision-making.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that meetings in a business environment may be used to: <ul style="list-style-type: none"> ○ share information ○ discuss tasks or responsibilities ○ plan work activities ○ review progress or outcomes

	<ul style="list-style-type: none"> • Learners should recognise that meetings help teams work together effectively. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Discussing ideas or solutions. • Sharing updates on projects. • Providing instructions or guidance. • Supporting collaboration between colleagues.
<p>Importance of effective participation in workplace meetings and discussions:</p>	<p>Definition: Taking part appropriately in meetings or discussions so communication is clear and productive.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that effective participation may involve: <ul style="list-style-type: none"> ○ Listening carefully to others. ○ Contributing relevant information or ideas. ○ Communicating respectfully with colleagues. ○ Supporting constructive discussions. • Learners should recognise that effective participation helps meetings achieve their purpose. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Asking questions during discussions. • Responding to comments or feedback. • Sharing ideas or suggestions. • Supporting positive teamwork during meetings.
<p>Information required for a meeting or discussion:</p>	<p>Definition: The information or materials needed in order to understand the topic or purpose of a workplace meeting or discussion.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to identify information required for a meeting or discussion, such as: <ul style="list-style-type: none"> ○ The meeting topic or purpose. ○ Agenda items or discussion points. ○ Information relevant to the discussion.

	<ul style="list-style-type: none"> Learners should recognise that understanding the topic helps them prepare effectively. <p>Teaching could include:</p> <ul style="list-style-type: none"> Reviewing meeting invitations or notices. Identifying tasks or issues to be discussed. Recognising information needed to contribute to discussions.
<p>Review information or materials before a meeting:</p>	<p>Definition:</p> <p>Looking at relevant information or materials in advance to understand the meeting topic or discussion points.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> Learners must be able to: <ul style="list-style-type: none"> Review information related to the meeting topic. Read materials or documents provided before a meeting. Identify key points within the information. Examples may include: <ul style="list-style-type: none"> Reviewing meeting agendas. Reading documents or notes provided for the meeting. Reviewing information about tasks or projects. <p>Teaching could include:</p> <ul style="list-style-type: none"> Reviewing reports or summaries before meetings. Identifying important points from meeting materials. Considering questions related to the discussion topic.
<p>Prepare to contribute to a workplace meeting or discussion:</p>	<p>Definition:</p> <p>Thinking about ideas, information or questions that may be shared during a meeting or discussion.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> Learners must be able to: <ul style="list-style-type: none"> Prepare ideas or information related to the meeting topic. Think about possible contributions to the discussion. Be ready to share relevant information when appropriate.

	<ul style="list-style-type: none"> • Examples may include: <ul style="list-style-type: none"> ○ Preparing updates on tasks or work activities. ○ Preparing questions about meeting topics. ○ Identifying information to share during discussions. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Preparing notes before meetings. • Considering points to raise during discussions. • Planning how to communicate ideas clearly.
<p>Listen carefully to information shared during meetings or discussions:</p>	<p>Definition: Paying attention to information shared during meetings or discussions to understand the topic and contributions of others.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Listen carefully when others are speaking during meetings or discussions. ○ Focus on the information being shared. ○ Demonstrate understanding of the discussion topic. • Example may include: <ul style="list-style-type: none"> ○ Listening to updates from colleagues. ○ Listening to instructions or information shared during meetings. ○ Listening to ideas or suggestions from others. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Recognising key points within discussions. • Avoiding interruptions while others are speaking. • Demonstrating active listening behaviours.
<p>Contribute relevant information or ideas:</p>	<p>Definition: Sharing information, ideas or updates that relate to the topic being discussed in a meeting.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Contribute information related to the meeting topic. ○ Share relevant ideas or suggestions. ○ Provide updates or information when appropriate.

	<ul style="list-style-type: none"> • Examples may include: <ul style="list-style-type: none"> ○ Sharing information about tasks or work activities. ○ Contributing ideas during discussions. ○ Responding to questions related to the topic. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Providing feedback during discussions. • Supporting problem-solving conversations. • Contributing suggestions for workplace improvements.
<p>Appropriate behaviour during meetings or discussions:</p>	<p>Definition: Demonstrating respectful and professional behaviour while participating in workplace meetings or discussions.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Behave respectfully during meetings or discussions. ○ Allow others to contribute without interruption. ○ Communicate in a professional and appropriate manner. • Examples may include: <ul style="list-style-type: none"> ○ Listening respectfully to others. ○ Waiting for an appropriate time to speak. ○ Using polite and professional language. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Demonstrating positive teamwork behaviours. • Showing respect for different opinions. • Maintaining focus during meetings.
<p>Communicate information clearly during discussions:</p>	<p>Definition: Sharing information in a clear and understandable way during workplace meetings or discussions.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learner must be able to: <ul style="list-style-type: none"> ○ Communicate information clearly during discussions. ○ Share relevant information related to the meeting topic. ○ Explain ideas or updates in a way that others can understand.

	<ul style="list-style-type: none"> • Examples may include: <ul style="list-style-type: none"> ○ Sharing updates on work tasks. ○ Explaining ideas or suggestions. ○ Providing information relevant to discussion topics. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Presenting short updates during meetings. • Explaining information to colleagues during discussions. • Contributing information during team meetings.
<p>Respond appropriately to questions or comments:</p>	<p>Definition: Providing suitable responses to questions or comments during meetings or discussions.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learner must be able to: <ul style="list-style-type: none"> ○ Respond appropriately when asked questions. ○ Provide clear and relevant answers. ○ Acknowledge comments or feedback from others. • Examples may include: <ul style="list-style-type: none"> ○ Answering questions related to work tasks. ○ Responding to feedback or suggestions. ○ Responding to questions about shared information. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Asking follow-up questions during discussions. • Responding to ideas shared by colleagues. • Participating in problem-solving discussions.
<p>Summarise key points from discussions:</p>	<p>Definition: Providing a brief overview of the main points discussed during a meeting or discussion.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Identify the key points discussed during meetings. ○ Summarise important information clearly. ○ Communicate the main outcomes or decisions from discussions. • Examples may include:

	<ul style="list-style-type: none">○ Summarising discussion points at the end of a meeting.○ Confirming agreed actions or next steps.○ Summarising updates shared during discussions. <p>Teaching could include:</p> <ul style="list-style-type: none">● Summarising discussion points at the end of a meeting.● Confirming agreed actions or next steps.● Summarising updates shared during discussions.
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