## Give and receive instructions

This activity aims to enable a worker to practice giving and receiving instructions in the workplace. At the end of the activity, the worker will have gained some practice and skill at communicating instructions in the workplace.

**Who is this activity aimed at?**

This activity provides the opportunity for a worker to practice giving instructions. It also enables them to receive instructions and provide feedback, therefore helping them learn by analysing verbal communications.

**Outcome:**

Workers are often promoted to a level where they are required to receive instructions and/or give instructions to fellow workers. This activity provides the opportunity for workers to practice via a series of scenarios based on industry examples. This activity will enable group moderation and a more experience worker to provide guidance to ensure the learner gains confidence in workplace verbal communication.

**Preparation:**

An experienced and knowledgeable person in talking to groups at work eg. supervisor, will work with a group to undertake the activity below. A discussion about workplace expectations will assist the learner understand how to develop appropriate techniques to address fellow workers and managers.

**What will you need?**

You will need a quiet room away from day to day activities to undertake this activity and a small group of workers to work with an experienced workplace communicator.

• Organise learners into pairs.

• Give each person a copy of the handout below.

• Ask each learner to complete the activity by practicing to the group.

• Once completed, summarise by discussing what makes saying difficult things easier.

**Activity**

Work instructions are often given verbally. This activity is about listening to instructions.

* Divide the group into pairs.
* Ask one person to read out the instructions, while the other listens.
* Then the listener should repeat the instructions, while the reader checks their accuracy.

Think about the key message you want received.

How often are the instructions accurately conveyed?

How could the instructions be improved to guard against misinterpretations?

How might the instructions be adjusted to achieve this?

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| **Handout: Giving instructions**   1. Make sure you have all the right PPE for the job. You’ll need ear muffs, safety glasses, hard hat, protective footwear and a high visibility vest. 2. Take the 4WD over to Block E87 and fix the water irrigation on the north side of the block. There appears to be a bad leak about 10 metres in from the gate. And on your way back stop by the station and pick up the delivery from Pigdeons. 3. You’ll need to check the tension of the chain on the Stil chainsaw before you go down to the southern coupe. Remember it should be a bit loose on the guide bar, but tight enough so that you can’t pull the drive links out. Don’t over tighten it – that will wreck it. 4. We’re going to modify the 18” debarker from a rotor system to an air bag tensioning system as it will be more cost effective. It will need to be machined to get the configurations to match. Can you load up the rotor and we’ll take it over to Jimmy. 5. When you measure relative humidity, you use both wet and dry bulbs. The wet bulb always gives a lower temperature reading and the dry bulb always gives a higher reading and also the actual air temperature. We need both measurements as they are used to calculate the relative humidity as a percentage. Can you go and take the readings? |