ARD OF STEDIES In the workshop comunication is essiential to understading people, flis occur In written, verbal and non verbal ways. it is very importent, to effectively use. each type of comminication system in aworkshop environent. If these are effectivey managed , maitored and controlled a workshop may reap the great reverds adgain better reputation inorder to drive its successes and overall provide greent service for customers. Comprisation is within a workshop. whenter it be hard written, typed on spoken it can affect the overall effectiveness of a workshop. Toyota Astorative industries, provide training and development of comunication in the workshop, endayees are taught how to communicate affectivity in a workshop and how this affects

OARD OF STUDIES the running of the workshop. Written communication is a very Sound very of comminiciting because it can not be misinturpreted, what the they see and what they nost do, it con also be delivered in an instead through the use of ener and thintenet, and wielas technology, information and communication Can be delivered nore efficiently and a lof quicker, which intern allows for quicker repair scholls and better customers service. Togota assign ach uerkchop with a teleptones, enerils advireless technology so that they new abday and conversion allectivley in a workship and within the workshops anywhere around the globe, to obtain internation. Notonly is their worthen comunication but also Verbal comunication. The importance of this type of

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ARD OF STUDIES comparentia is once again crucial in naintain high stadads in a workshop but with this positive must come a regative verbal commingation can be misunderstood, hord to obtein ad nog be a lot slower than written. It is because it is strought to the point and it is exactly allest you have to do. Verbal commitcation also gids in dealing with Custoners. The eight time out of 10 it is early to obtain information about a Job or she cle from a costoner Lebality. His is because, the engloyer Oan employ the techniques of open and closed questions to obtain vital internation for the sobathand. 50. Overples of graton Hestney be askalare: has this ever happened before?" closed question yes or Noarsuer

RD OF STIDIES - what other information about the Car can you give me about the problem? and question allowing feedback froncestore so that you right be able to Araby Pre and evaluate & adjugars. This is called active listening where you allow waterers to give fædback and alo allou ges the redenic te provide conclusions. Non-verballing of comincertion is also an affective strategy to use in a busy and no sig workstop, trough here Signals, people working together an integral What is neart by each hand signal. Facesarpt at togota when it is noisy and teams are working togetter, hend signals like sloking the head dournerals could mean lower the lift. But this also leads to it conkusion Where one personnacy think flet one signal

RD OF STUDIES is another and do an action that may harm or injuer another person in a Hunorthshop. It kis crucial that and an Autonotive workshop has effective communication lines between it workers and other works logs around rotonly Australia but the world and it is assimiled that these times are used effectivilyand are no intered and controlled. regresly.