

## **Communication in Human Services PLA**

Lower Level, Non-Liberal, 4 credits

Communication in Human Services is considered to be lower level knowledge that is non-liberal. It represents foundational skills and concepts that an entry level human service worker has acquired. Communication in Human Services is more often about how we do things (i.e., non-liberal) and not necessarily why we do things (i.e., liberal).

The questions below can only be utilized for Communication in Human Services at the lower level, not advanced level. If you are requesting advanced level credit for Communication in Human Services, you need to demonstrate that your knowledge, skills, and application goes beyond what is described below. Remember you are being evaluated on your knowledge and skills, not about your years of experience.

Please use the questions below to structure your PLA submission on the topic of Communication in Human Services. Copy each question and respond directly below it. If you utilize an outside source, such as a website or a book, make sure to reference this in your response. The responses to the questions should be submitted in a Word document and uploaded in PLA Planner. In PLA Planner, you would list the topic as Communication in Human Services, asking for 4 credits, and designate this as Lower Level and Non-Liberal.

Please note – responding to these questions is not a guarantee of credit. You will still be expected to speak with an evaluator and answer any supplemental questions that they may have. The evaluator would then make a credit determination.

### **Questions for Students to respond to**

**We suggest you save this document with your name and the title of the PLA (e.g., Smith Communication in Human Services PLA) and answer beneath each question below.**

Name:

ID:

PLA Title: Communication in Human Services

Number of Credits Requested: 4

Type: Lower level, Non-Liberal

1. Briefly describe your experiences in human services.
  
2. Describe your experience communicating in human services, including:
  - The contexts or roles in which you communicated with others
  - How you gained your knowledge (e.g. on-the-job experience, job-related training, self-study, non-credit courses, etc.)
  - The types of communication that you regularly developed and delivered (e.g. written, oral, digital, etc.)
  - How long were you in this role described above?
  
3. Reflect on the communications that you have created. What process do you follow when you need to create an effective communication (e.g., what elements do you need to consider)? Is the process different for different types of communication? If so, please explain.
  
4. What type of ethical issues or dilemmas arise when communicating in human services?
  
5. How do you tailor your communications to different roles or audiences in your organization?
  
6. A colleague inappropriately forwarded an email to the whole organization, an email that contained confidential information to a specific client. You're tasked with damage control. What communications would you create, who would you send them to, and what type of information would you include?
  
7. What happens when communication is not effective? Choose a real communication challenge that you experienced, and explain how you dealt with it.
  
8. What technologies have you used to facilitate communication in the human services field? In what ways has the technology influenced the way in which you communicate in the workplace?

