

Apply communication strategies in the workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the skills and knowledge required to facilitate and apply communication strategies in the workplace within any industry.

This unit has a specific focus on the communication skills required for supervisor level workers with some degree of responsibility for other workers.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, any applicable national standards, industry codes of practice or similar.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements Elements describe the essential outcomes.	Performance Criteria Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Plan and prepare for communication	1.1 Identify communication requirements for work activities 1.2 Identify communication roles for individuals within the workplace 1.3 Seek assistance or clarification regarding communication objectives if required 1.4 Select appropriate method of communicating information internally and externally based on organisational requirements
2. Provide work instruction in relation to the communication	2.1 Use appropriate <i>presentation methods</i> to communicate information based on the requirements of the audience or individual 2.2 Use appropriate <i>digital means</i> to communicate information based on the requirements of the audience or individual 2.3 Negotiate expected work requirements with others and clarify that instructions have been understood
3. Facilitate workplace communication	3.1 Use interpersonal skills to build relationships with team members and clients 3.2 Facilitate respectful communication amongst others, considering the needs of those from <i>diverse backgrounds</i> 3.3 Obtain confirmation on outcomes of <i>communication challenges</i> 3.4 Use problem solving and decision making skills to resolve any <i>communication challenges</i>
4. Monitor and support team communication	4.1 Ensure that all communication is consistent with legislative and <i>organisational requirements</i> 4.2 Provide performance feedback and additional support to others when required 4.3 Seek feedback and assistance from others to improve own communication techniques 4.4 Collate and report any important information and unresolved issues to superiors

Foundation Skills

This section describes those language, literacy and numeracy and employment skills that are essential to performance.

(This section will be finalised upon completion of consultation on other parts of the draft unit)

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Presentation methods</i> must include one of the following:	<ul style="list-style-type: none"> ● Present using visual aids and prompts ● Facilitate an informal team meeting or instructional briefing ● Present to a customer or stakeholder in a workplace setting
<i>Diverse backgrounds</i> must include two of the following:	<p>Those from different</p> <ul style="list-style-type: none"> ● age groups ● cultural backgrounds ● religions ● genders <p>and those with</p> <ul style="list-style-type: none"> ● special needs
<i>Digital means</i> must include one of the following:	<ul style="list-style-type: none"> ● telephones, mobiles, video conference (verbal means) ● emails, SMS, social media (written means)
<i>Communication challenges</i> must include two of the following:	<ul style="list-style-type: none"> ● conflicts with clients or team members ● potential risks or safety hazards ● unethical or inappropriate communication ● use of visual prompts and presentations ● communication that falls outside of workplace policy
<i>Organisational requirements</i> must include one of the following:	<ul style="list-style-type: none"> ● workplace policies ● codes of conduct ● organisational brand

Unit Mapping Information

(Unit mapping information to be provided once unit has been finalised)

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria and range of conditions:

- Identify the communication requirements for a work activity and assign roles to others to fulfil those requirements
- Select appropriate communication method for relevant audience
- Articulate to others their roles in fulfilling the communication requirements and negotiate roles in response to feedback if required
- Present and convey information to others in a way that they can understand and demonstrate that the needs of recipients from diverse backgrounds have been considered
- Demonstrate problem solving techniques to negotiate and resolve issues
- Evaluate the communication process and report any key matters or unresolved issues to superiors

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit and manage tasks and reasonably foreseeable contingencies in the context of the work role. This includes knowledge of:

- Organisational policies or protocols for workplace communication (including digital form)
- Techniques to resolve communication challenges
- Legislative requirements relevant to workplace communication
- Methods and techniques to participate in workplace discussions, including active listening, questioning and providing feedback
- Key features of:
 - different communication styles
 - different communication methods
 - cross cultural communication techniques

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Links

Implementation Guide

(TBA)

