Communicate in the workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the skills and knowledge required to communicate in the workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

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 instruments.

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. Outline objectives of communication	1.1 Establish the purpose of communication in a work context 1.2 Describe the differences between communicating with supervisors, co-workers, customers and other relevant stakeholders. 1.3 Identify to whom a message or information must be provided 1.4 Plan the content of the message in a logical manner
2. Select the appropriate method of communication	2.1 Establish purpose of communication in a range of relevant workplace settings based on workplace practices and context of the communication 2.2 Determine the most appropriate method(s) to convey messages or information by *digital means* 2.3 Clarify received instructions and act upon them in a timely manner 2.4 Respond to communications appropriately depending on the requirement of the message
3. Undertake routine communication	3.1 Present information in a manner that is respectful and clear in meaning 3.2 Present information in accordance with *organisational requirements* 3.3 If required, adjust communication methods to enable effective communication with those from *diverse backgrounds* 3.4 Identify and report any *communication challenges* to the appropriate person
4 .Participate in workplace communication	4.1 Clearly contribute ideas and information in workplace discussions 4.2 Support others to communicate in workplace discussions through courteous and professional behaviour 4.3 Use active listening and questioning techniques to clarify issues in a group situation 4.4 Seek feedback from others on own role and performance

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.

Diverse backgrounds must include two of the following:	Those from different ● age groups ● cultural backgrounds ● religions ● genders and those with ● special needs
Digital means must include one of the following:	● telephones, mobile devices, video conference (verbal means) ● email, SMS, social media (written means)
Communication challenges must include two of the following:	● conflicts with clients or team members ● potential risks or safety hazards ● unethical or inappropriate communication
Organisational requirements must include one of the following:	● workplace policies ● codes of conduct ● organisational brand ● ethical behaviour guidelines from state or federal governments

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 most appropriate method of communication for the intended audience
- Prepare written material that is clear in meaning and format
- Demonstrate active listening and questioning techniques in a workplace discussion
- Communicate information and ideas verbally in a workplace discussion, considering the needs of those from diverse backgrounds
- Identify and report any communication challenges to superiors
- Seek feedback from others on the individual's role or performance

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:
    o different communication styles
    o different communication methods
    o cross cultural communication techniques

Links

Implementation Guide

(TBA)