

Lead communication in the workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

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

This unit has a specific focus on the communication skills required for team leaders with a high 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 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. Establish communication protocols	1.1 Analyse internal and external information needs 1.2 Develop or structure <i>communication protocols</i> to meet organisational needs and goals 1.3 Identify ways to adapt existing communication protocols to suit various contexts 1.4 Prepare materials to support and/or implement communication protocols
2. Lead effective communication	2.1 Explain complex information to positively influence others 2.2 Motivate others to communicate respectfully, considering needs of those from <i>diverse backgrounds</i> 2.3 Direct others to communicate in accordance with <i>organisational requirements</i> and goals 2.4 Identify and address any <i>communication challenges</i> to remove barriers to understanding
3. Present and negotiate persuasively	3.1 Use a variety of communication styles and adapt them to various audiences 3.2 Evaluate differences in perspective to critically examine all outcomes 3.3 Synthesise and present information in a clear and persuasive manner 3.4 Negotiate towards a final outcome with a focus on key outcomes 3.5 Confirm and implement outcomes of negotiation or communicating using appropriate methods
4. Review communication practices	4.1 Provide mentoring to others to assist them in achieving goals and targets 4.2 Obtain feedback from a variety of sources to manage the outcomes of communications and negotiations 4.3 Identify and present areas of improvement for team or organisational communication practices 4.4 Implement plans to improve communication processes

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>Diverse backgrounds</i> must include two of the following:	Those from different <ul style="list-style-type: none">● age groups● cultural backgrounds● religions● genders and those with <ul style="list-style-type: none">● special needs
<i>Organisational requirements</i> must include one of the following:	<ul style="list-style-type: none">● workplace policies● codes of conduct● organisational brand
<i>Communication protocols</i> must include one of the following:	<ul style="list-style-type: none">● guides on internal and external communication● guides on risk based/emergency communication● guides on formatting of communication● allocation of responsibilities for standard communication processes
<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

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:

- Collate research on internal and external communication needs
- Develop and implement communication protocols
- Present information in a persuasive and professional manner
- Apply negotiation techniques to reach desired outcomes
- Address communication challenges for continuous improvement

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
- Any legislative requirements relevant to workplace communication
- Methods to mentor and coach others
- Key features of:
 - different communication styles
 - different communication methods
 - cross cultural communication techniques
 - negotiation and conflict resolution techniques

Links

Implementation Guide

(TBA)