



**Australian Government**

# **CHCCOM003 Develop workplace communication strategies**

**Release: 2**

## CHCCOM003 Develop workplace communication strategies

### Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Amended modification history and mapping. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New Unit. Also refer to CHCCOM004.

### Application

This unit describes the skills and knowledge required to develop communication protocols for a team or business unit.

This unit applies to workers responsible for overseeing the communication of organisation-specific information to a range of internal and external stakeholders.

*The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.*

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

*Elements define the essential outcomes*

*Performance criteria describe the performance needed to demonstrate achievement of the element*

1. Develop communication strategies

- 1.1 Identify internal and external information needs
- 1.2 Identify competing or conflicting interests
- 1.3 Develop a range of communication strategies to meet organisation needs and goals
- 1.4 Develop a communication plan

2. Establish communication

- 2.1 Identify processes for adapting communication

**ELEMENT****PERFORMANCE CRITERIA**

*Elements define the essential outcomes*

*Performance criteria describe the performance needed to demonstrate achievement of the element*

protocols

strategies to suit a range of contexts

2.2 Develop processes and protocols in line with communication strategies

2.3 Prepare information and resources to support the implementation of communication protocols

3. Promote the use of communication strategies

3.1 Present information to staff regarding communication strategies, protocols and organisation standards

3.2 Model effective oral and written communication and provide mentoring and/or coaching to staff

3.3 Maintain work-related networks and relationships to meet organisation objectives

4. Review communication practices

4.1 Obtain feedback from others to assess communication outcomes

4.2 Record lessons learnt and identify opportunities for continuous improvement

**Foundation Skills**

*The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.*

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

**Unit Mapping Information**

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>