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AMPX418 Lead communication in the workplace

Release: 1

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Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to lead and promote effective communication in the workplace. It includes the skills and knowledge required for effective written and verbal communication.

This unit is applicable to supervisors, technical experts or managers in the meat retail, smallgoods, meat processing and food service sectors producing meat and meat products for domestic and export markets.

All work in this unit should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Engage in complex verbal communication	1.1 Facilitate and monitor group processes to support group objectives 1.2 Provide one-to-one interaction with team members to provide effective support

Element	Performance criteria
	1.3 Explain work instructions to others
	1.4 Negotiate work requirements and expectations with others
	1.5 Use negotiation skills where appropriate
	1.6 Use conflict resolution techniques where appropriate
	1.7 Use problem-solving and decision making techniques where appropriate
2. Read complex text	2.1 Read, analyse and use written information to assist in overseeing workplace performance
	2.2 Use technical information from written and electronic sources to examine and introduce new procedures and approaches for improving workplace performance
3. Prepare written information for a range of audiences and applications	3.1 Consolidate and summarise routine and specialist reports to convey key points
	3.2 Write procedures and instructions related to existing and new functions and tasks for others to follow and implement

Foundation Skills

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

Range of Conditions

Unit Mapping Information

MTMPSR411A Lead communication in the workplace	E

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7