



Australian Government

Assessment Requirements for BSBCMM412 Lead difficult conversations

Release: 2

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Modification History

Release	Comments
Release 2	This version first released with the Business Services Training Package Version 8.0. Correction to Performance Criteria 1.6.
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead at least two difficult conversations in the workplace.

In the course of the above, the candidate must:

- adapt delivery style and tone according to the mood of the conversation
- understand and react to relevant personnel using conviction and empathy.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation, standards and codes of practice relating to workplace communication
- workplace policies and procedures relevant to communication
- communication styles
- delivery styles, tones and techniques of communication, including:
 - verbal and non-verbal communication
 - conviction and empathy
- common support services.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to:

- workplace documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>