



Australian Government

BSBCMM412 Lead difficult conversations

Release: 2

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to prepare, facilitate and lead difficult conversations.

The unit applies to individuals who may work as managers and leaders, and are required to lead difficult conversations in the workplace. They contribute well developed verbal and relationship building skills in having difficult conversations.

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

Unit Sector

Social Competence – Verbal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for conversation	1.1 Identify conversational requirements 1.2 Identify, gather and develop materials required for the conversation according to organisational policies and procedures 1.3 Organise the logistics and stakeholders required for the conversation 1.4 Seek feedback from relevant personnel on conversational content 1.5 Review conversational content and make changes according to feedback received 1.6 Select delivery style according to conversational context and stakeholder requirements

ELEMENT	PERFORMANCE CRITERIA
2. Facilitate difficult conversation	2.1 Undertake conversation with relevant stakeholders 2.2 Provide opportunity for stakeholder input 2.3 Confirm relevant stakeholders understand conversation and outcomes 2.4 Document relevant points of conversation 2.5 Refer stakeholders to relevant support services, as required
3. Follow up and review conversation	3.1 Evaluate own effectiveness in the conversation 3.2 Seek and respond to feedback from relevant personnel on personal performance 3.3 Identify areas of improvement for undertaking difficult conversations according to feedback received

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Reviews and analyses documents to identify information relevant to a specific conversation
Writing	<ul style="list-style-type: none"> Develops material to convey ideas and information to target audience in an engaging way
Oral Communication	<ul style="list-style-type: none"> Presents information using words and non-verbal features appropriate to the audience and context
Planning and organising	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload to achieve outcomes
Initiative and enterprise	<ul style="list-style-type: none"> Demonstrates sophisticated control over oral, visual and written formats, drawing on a range of communication practices to achieve goals
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks
Problem solving	<ul style="list-style-type: none"> Recognises the need to alter personal communication style in response to the needs and expectations of others Interprets audience reactions and changes words and non-verbal features accordingly Uses feedback from others, and analytical and lateral thinking to review current practices and develop new ideas

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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