Assessment Requirements for BSBLDR503 Communicate with influence

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- negotiate and present persuasively
- communicate clearly with business associates, client groups and others to position the business to best effect including listening actively, understanding the information needs of others and adapting communication to suit the audience
- prepare for, participate in, and lead meetings to obtain outcomes
- prepare and make presentations to groups of people including:
  - identifying suitable forums for presentations
  - presenting reliable information
  - designing the presentation to meet the needs of the audience
  - answering questions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the business and organisational protocols for the release of information and communicating internally or externally
- explain the requirements to maintain confidentiality in the workplace
- identify industry, media and government organisations, events and communication channels relevant to the organisation
- demonstrate principles of cross-cultural communication
- explain principles of negotiation, mediation, conflict resolution and incident de-escalation
- describe structured and inclusive meeting procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

PwC's Skills for Australia