



**Australian Government**

# **Assessment Requirements for BSBLDR513**

## **Communicate with influence**

**Release: 1**

# Assessment Requirements for BSBLDR513 Communicate with influence

## Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

## Performance Evidence

Evidence of the ability to:

- review organisational policies to determine information that may be subject to confidentiality
- negotiate and present persuasively
- identify relevant stakeholder groups
- communicate clearly with key stakeholders 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 fora for presentations
  - presenting reliable information
  - designing the presentation to meet the needs of the audience
  - answering questions clearly and concisely.

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

## Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key industry, media and government organisations, events and communication channels that are relevant to the organisation
- Key principles of cross-cultural communication
- Key features of various techniques for negotiation, mediation, conflict resolution and incident de-escalation

- Key features of structured and inclusive meeting procedures
- Key features of relevant organisational objectives
- Key features of relevant organisational policies and procedures, including in relation to the confidentiality of information.

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

## Links

Companion Volume implementation guides are found in VETNet -

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