



Australian Government

BSBXCM401 Apply communication strategies in the workplace

Release: 2

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Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to facilitate and apply communication strategies in the workplace within any industry.

This unit has a specific focus on the communication skills required for supervisor level workers with responsibility for other workers.

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

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for communication	1.1 Identify work activities requiring communication 1.2 Establish communication requirements for identified work activities 1.3 Identify communication roles for self and others to complete activity 1.4 Seek assistance or clarification regarding communication objectives as required 1.5 Select appropriate method of communicating

Elements	Performance Criteria
	information internally and externally based on organisational requirements
2. Use communication strategies to provide work instruction	<p>2.1 Use appropriate presentation methods to communicate information or instruction based on the requirements of audience</p> <p>2.2 Use appropriate method of communication to communicate information or instruction based on the requirements of audience</p> <p>2.3 Negotiate expected work requirements with others and clarify that instructions have been understood</p>
3. Facilitate workplace communication	<p>3.1 Use interpersonal skills to build relationships with team members and clients and facilitate respectful interaction</p> <p>3.2 Facilitate respectful communication amongst others, considering the needs of those from diverse backgrounds</p> <p>3.3 Use problem solving and decision making skills to resolve any communication challenges</p> <p>3.4 Obtain confirmation on outcomes of communication challenges to ensure issues have been resolved</p>
4. Monitor and support team communication	<p>4.1 Ensure all communication is consistent with legislative and organisational requirements</p> <p>4.2 Provide performance feedback and additional support to others when required</p> <p>4.3 Seek feedback and assistance from others to improve own communication techniques</p> <p>4.4 Collate and report any important information and unresolved issues to relevant superiors</p>

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
Writing	<ul style="list-style-type: none"> Develops written texts using appropriate grammar, spelling and punctuation in relevant organisational formats

Skill	Description
Navigate the world of work	<ul style="list-style-type: none">• Understands responsibilities and complies with legislative, regulatory and organisational requirements
Get the work done	<ul style="list-style-type: none">• Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement• Uses digital technology to find, record or communicate basic information

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>

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