



Australian Government

CHCCOM004 Present information to stakeholder groups

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New unit.

Application

This unit describes the skills and knowledge required to apply high level communication skills in interactions with stakeholders.

This unit applies to all workers responsible for communicating organisation-specific information to a group of stakeholders. Stakeholder groups may be external or internal, including clients, service providers, colleagues or managers.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Identify communication strategies for specific stakeholders

1.1 Analyse the target group, their needs and communication preferences
1.2 Research information relevant to the target audience
1.3 Select communication strategy for internal and external dissemination of information in line with organisation standards

2. Provide presentations to a range of groups and facilitate discussion

2.1 Develop presentations using technology and resources in line with organisation standards
2.2 Present information clearly and sequentially, with consideration to timelines and audience

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

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|---|---|
| <p>2.3 Identify and address additional information needs of individuals</p> <p>2.4 Respond to questions from the audience and encourage contributions to discussion</p> <p>2.5 Monitor participation and input by group members</p> | |
| <p>3. Resolve conflicts</p> | <p>3.1 Table divergent views and identify key issues and barriers to resolution</p> <p>3.2 Use listening, reframing, questioning, providing feedback and negotiating to explore and clarify issues</p> <p>3.3 Negotiate issues and barriers with stakeholders to facilitate mutually acceptable outcomes</p> <p>3.4 Refer or follow escalation procedures to address unresolved issues or conflicts as required</p> |
| <p>4. Close the discussion</p> | <p>4.1 Confirm next steps and follow up requirements</p> <p>4.2 Obtain feedback from stakeholders and/or colleagues and identify opportunities for improvement</p> |

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>