



**Australian Government**

# **FSKOCM007 Interact effectively with others at work**

**Release: 1**

## FSKOCM007 Interact effectively with others at work

### Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

### Application

This unit describes the skills and knowledge required to interact effectively with others in the workplace, including external clients and internal staff. Interactions include giving or responding to spoken instructions, responding to customer queries and complaints, explaining a workplace procedure, or taking telephone calls from the general public or internal staff.

An individual performing these tasks works independently and uses familiar support resources as needed.

This unit applies to individuals who use, or are preparing to use, oral communication skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) oral communication core skill indicators .07 and .08 at level 3 in the workplace and employment domain of communication.

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

### Unit Sector

Oral 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 to interact with others at work	1.1 Identify type of interaction and audience 1.2 Interpret purpose of interaction and the information required for exchange

Element	Performance Criteria
	1.3 Establish appropriate style, tone and register of communication to meet audience needs 1.4 Identify oral communication strategies required for spoken interaction
2. Participate in interactions with others	2.1 Use oral communication strategies to communicate effectively 2.2 Interact using conventional grammar, every day and some specific vocabulary, and routine pronunciation appropriate to the workplace 2.3 Recognise and use appropriate non-verbal communication strategies
3. Review performance	3.1 Confirm if intended meaning and information has been communicated 3.2 Seek feedback and evaluate effectiveness of own performance 3.3 Identify strategies for improvement

## Foundation Skills

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

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

## Unit Mapping Information

Supersedes and is equivalent to FSKOCM07 Interact effectively with others at work.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>