



Australian Government

**FSKOCM011 Use oral communication
skills to facilitate complex workplace team
interactions**

Release: 1

FSKOCM011 Use oral communication skills to facilitate complex workplace team interactions

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 use oral communication skills to facilitate complex workplace team interactions, such as leading group discussions, negotiating agreed outcomes, explaining workplace procedures, or exploring workflow issues.

An individual performing these tasks works independently and initiates and uses support from a range of established resources.

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 4 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. Plan to facilitate complex workplace team interaction	1.1 Identify the purpose and context of team interaction 1.2 Identify participants required for interaction and appropriate register of communication

Element	Performance Criteria
	1.3 Identify required outcome of team interaction 1.4 Identify information relevant to exchange and plan interaction
2. Facilitate workplace team interaction	2.1 Use oral communication strategies to engage team 2.2 Interact using appropriate grammar, vocabulary and pronunciation 2.3 Use and respond to non-verbal communication strategies to guide and influence the effectiveness of interaction 2.4 Monitor effectiveness of interaction and make adjustments to oral communication strategies as required
3. Review performance	3.1 Seek feedback on oral communication and interactional strategies used 3.2 Review effectiveness of the facilitation to meet identified workplace purpose 3.3 Critically reflect on own performance and develop 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 FSKOCM11 Use oral communication skills to facilitate workplace teams.

Links

Companion Volume Implementation Guide is found on VETNet -

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