Australian Government

FSKOCM09 Use oral communication skills to facilitate workplace meetings

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

FSKOCM09 Use oral communication skills to facilitate workplace meetings

Modification History

Release	Comments
Release 1	This streamlined version first released with *FSK Foundation Skills Training Package version 1.0.*

Application

This unit describes the skills and knowledge required to apply oral communication skills to facilitate and participate in complex workplace meetings, such as committee meetings, project management meetings, inter-departmental meetings, or staff meetings.

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 4 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan for workplace meetings	1.1 Identify the purpose of the meeting 1.2 Identify the scope of the meeting
2. Facilitate and participate in workplace meetings	2.1 Use effective oral communication strategies to facilitate the meeting 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication
3. Review own performance	3.1 Seek feedback on effectiveness of communication skills to facilitate workplace meetings 3.2 Critically evaluate own performance to identify areas for improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
		• Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Mapping Information

Not applicable

Links

Companion volumes from the IBSA website - http://www.ibsa.org.au

Innovation and Business Skills Australia