



Australian Government

ICPSUP4620 Facilitate communication in the workplace

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to facilitate and plan communication in the printing and graphic arts workplace.

It applies to individuals who plan and organise communications, coordinate team participation and meetings and represent team or enterprise views. They generally work at a supervisory or middle management level in the workplace and may provide some leadership and hold some responsibility over other workers.

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

Unit Sector

Support

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. Supervise workplace communication	1.1 Identify communication requirements and target audiences 1.2 Identify, select and share workplace communication processes 1.3 Monitor and modify communication of self and others according to enterprise requirements and target audience
2. Facilitate team meetings	2.1 Identify requirements of group meeting according to target audience 2.2 Adjust communication methods to reflect diversity in target audience 2.3 Schedule and coordinate group meetings according to meeting requirements

	2.4 Communicate information according to meeting and enterprise requirements 2.5 Use active listening and questioning techniques to clarify issues
3. Manage enterprise communication processes	3.1 Record meeting outcomes and confirm details of future meetings according to workplace requirements 3.2 Convey decisions, outcomes and actions to designated personnel 3.3 Collect and provide information on team communication to support team participation
4. Manage client relationships	4.1 Implement and evaluate enterprise client communication protocols 4.2 Monitor client interactions and participate as required 4.3 Provide personnel with training to improve client communication practices as required 4.4 Implement and manage client referral process 4.5 Confirm communication meets enterprise confidentiality requirements and undertake action as required

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
Oral communication	Conveys complex information according to enterprise communication protocols in a range of contexts
Writing	Presents complex written information with specialised vocabulary to a range of audiences
Problem solving	Evaluates barriers to communication and develops responses to eliminate them in routine and unfamiliar situations
Self-management	Identifies purpose of own role and autonomously follows associated responsibilities to contribute to organisational goals

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>