



Australian Government

MEM16011 Communicate with individuals and small groups

Release: 1

MEM16011 Communicate with individuals and small groups

Modification History

Release 1. Supersedes and is equivalent to MEM16011A Communicate with individuals and small groups

Application

This unit of competency defines the skills and knowledge required to communicate effectively in interpersonal, mediated and group settings during a range of common workplace activities.

This unit includes written communication by letter, short memorandum or report.

Where basic research and structured report writing is required, Unit MEM16009 Write reports should also be selected.

Where research and analysis is required, Unit MEM16009 Research and analyse engineering information should also be selected.

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

Band: B

Unit Weight: 2

Pre-requisite Unit

MEM13015 Work safely and effectively in manufacturing and engineering

MEM16006 Organise and communicate information

Competency Field

Communication

Elements and Performance Criteria

Elements describe the essential outcomes.

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

- | | | | |
|---|---------------------------------------|-----|---|
| 1 | Plan and prepare communication | 1.1 | Follow standard operating procedures and comply with work health and safety (WHS) requirements at all times |
| | | 1.2 | Identify communication types and networks within the |

Elements describe the essential outcomes.

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

enterprise

- 1.3 Follow enterprise conventions, policies and procedures when planning and preparing communication activities
- 1.4 Select communication channels and codes appropriate to objectives, circumstances and receivers
- 1.5 Plan communication and structure to promote the accurate transfer of meaning
- 1.6 Establish communication setting and climate appropriate to purpose and content of message
- 1.7 Prepare or obtain required resources

2 **Communicate effectively in interpersonal, mediated and group settings**

- 2.1 Apply effective communication skills, strategies and principles to communication activity
- 2.2 Use verbal and non-verbal language appropriate to the topic, sensitivities and technical understanding of the persons being addressed
- 2.3 Respect and consider individual differences
- 2.4 Adhere to purpose and objectives of communication
- 2.5 Encourage participation in communication
- 2.6 Follow conventions, rules, policies and procedures during communication activity

3 **Evaluate communication**

- 3.1 Obtain feedback regarding the effectiveness of the communication activity
- 3.2 Assess outcomes against communication objectives and selected channels and codes
- 3.3 Identify communication barriers and determine and implement strategies for overcoming barriers

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Communication types include one (1) or more of the following:

- upward:
 - reporting
 - suggestions
 - grievances
- downward:
 - policy and procedures
 - job instruction
 - feedback
 - information sharing
- horizontal:
 - task coordination
 - conflict resolution
 - discussion
 - problem solving
 - information sharing

Communication networks include one (1) or more of the following:

- hierarchies
- patterns or clusters of personnel
- enterprise conventions, protocols and procedures for communication

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Communication channels and codes include one (1) or more of the following:

- written
- verbal:
 - spoken
 - visual
 - sound media
- non-verbal:
 - visual
 - sound
 - touch
 - taste and smell and combinations of these
- codes that give mutual meaning to a message:
 - verbal (spoken or written language)
 - non-verbal (symbols, emblems, body language)

Effective communication skills, strategies and principles include one (1) or more of the following:

- questioning and clarifying
- speaking and conversation skills
- effective and active listening
- reading and comprehension skills
- giving and receiving feedback
- giving and interpreting verbal and non-verbal messages
- using the telephone and similar mediated channels
- establishing communication climate
- basic conflict resolution
- seeking and acknowledging contribution
- agreeing on communication protocols
- clarifying the purpose of the communication activity
- principles and protocols for informal and formal meetings
- principles and protocols for speaking to a group
- group discussion strategies, principles and protocols
- interpersonal strategies and principles

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Communication activities include one (1) or more of the following:

- letters, memos or emails
- telephone calls
- meetings
- individual discussion
- task coordination
- information sharing
- small group discussions
- writing reports
- counselling co-workers
- resolving issues or routine conflicts
- talks or speeches

Individual differences include one (1) or more of the following:

- ethnicity
- age
- gender
- ability / disability
- opinions / beliefs
- sexual orientation
- language
- status in the organisation
- level of expertise

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM16011A Communicate with individuals and small groups

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>