



Australian Government

PSPGEN096 Use workplace communication strategies

Release: 1

PSPGEN096 Use workplace communication strategies

Modification History

Supersedes and is not equivalent to PSPGEN019 Use workplace communication strategies.

Application

This unit describes the performance outcomes, skills and knowledge to use workplace oral and written communication strategies for interacting with internal and external clients.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. They work under supervision, performing routine tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Respond to enquiries.

PERFORMANCE CRITERIA

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

- 1.1 Provide responses to enquiries received from internal and external clients according to organisation policy and procedures.
- 1.2. Use active listening techniques to understand the enquiry.
- 1.3. Ask questions to clarify aspects of the enquiry which are not clear.
- 1.4. Use oral communication skills to prevent, defuse and resolve conflict situations.

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| 2. Receive and give instructions and directions. | 2.1. Receive, clarify, assess and act upon directions in accordance with relevant procedures.
2.2. Convey instructions and directions clearly and confirm these with the recipient.
2.3. Provide feedback in accordance with organisational processes and protocols. |
| 3. Participate in meetings. | 3.1. Prepare for meetings by reviewing the agenda and other related documents.
3.2. Provide input during meeting in accordance with meeting protocol and objectives.
3.3. Use verbal and non-verbal communication that demonstrates respect for individual differences and builds trust to enhance relationships and meeting outcomes. |
| 4. Make presentations within the workgroup. | 4.1. Prepare and deliver a work-related presentation that is relevant to the audience.
4.2. Use required resources or aids to enhance the presentation.
4.3. Use strategies that engage the listeners. |
| 5. Develop personal development practices. | 5.1. Seek and act upon feedback to improve future performance.
5.2. Reflect on personal performance and identify opportunities for personal professional development within the organisation. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Learning skills to:

- develop basic strategies for conflict resolution.

Reading skills to:

- follow meeting agendas
- interpret workplace documents relevant to meetings or client enquiries.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN019 Use workplace communication strategies.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>