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PSPGEN101 Use complex workplace communication strategies

Release: 1

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Modification History

Supersedes and is equivalent to PSPGEN054 Use complex workplace communication strategies.

Application

This unit describes the performance outcomes, skills and knowledge required to use complex workplace communication for working with internal and external clients, colleagues and other staff.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work autonomously with middle management responsibilities, performing complex 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1. Prepare for complex communication.	1.1. Clarify communication objectives and identify the communication mode.
	1.2. Undertake analysis to anticipate the likely positions to be taken by those present on the matters under discussion.
	1.3. Research and organise subject matter, identify and record key points to be conveyed, and summarise information to counter other positions.
	1.4. Identify and incorporate requirements of legislation, policies and guidelines relevant to the discussion.
2. Analyse and respond to opinions.	2.1. Evaluate discussion to identify impartiality, bias or unsupported argument.
	2.2. Record points of view of other speakers and present information to counter opposing views.
	2.3. Analyse reaction to speakers and their point of view to identify and manage emotional reactions and maintain objectivity.
	2.4. Examine opposing or challenging views for their value in achieving the same ends.
	2.5. Use active listening and questioning to clarify own understanding, challenge or justify other points of view.
3. Present a convincing argument.	3.1. Choose communication approach to suit the given audience.
	3.2. Assert prepared position with conviction and purpose.
	3.3. Adjust verbal and non-verbal behaviour to maintain listener interest if the audience is unresponsive.
	3.4. Use questions to elicit feedback and check audience understanding.
	3.5. Respond to audience questions and arguments and support answers by reasoned explanation.
	3.6. Negotiate agreement where possible, concluding with a summary of agreed items.
4. Develop communication strategies.	4.1. Seek feedback from others and assess the outcomes of communication.
	4.2. Record and use lessons learnt to underpin future interactions.
	4.3. Develop and practise language structures and features that influence audiences to a preferred point of view.
	4.4. Explore and practise communication strategies for workplace applications.

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
Teamwork skills to	• use workplace communication strategies to reach agreement.
Problem-solving skills to:	• draw on the diverse perspectives of others to gain insights into issues, establish a common purpose and negotiate agreement.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN054 Use complex 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