



**Australian Government**

# **SFICPL307 Facilitate effective communication in the workplace**

**Release: 1**

## SFICPL307 Facilitate effective communication in the workplace

### Modification History

| Release   | Comments                                                                      |
|-----------|-------------------------------------------------------------------------------|
| Release 1 | This version released with SFI Seafood Industry Training Package Version 1.0. |

### Application

This unit of competency describes the skills and knowledge required to communicate effectively in the line of duty as a fisheries officer.

The unit applies to individuals who work in a fisheries compliance monitoring role and who are required to use appropriate communication and conflict resolution skills when dealing with individuals and team members in a one-to-one situation or in meetings.

No licensing or certification requirements apply to this unit at the time of publication. Check with the relevant state or territory regulator for the legislative requirements that may apply to this unit.

### Pre-requisite Unit

Nil

### Unit Sector

Compliance (CPL)

### Elements and Performance Criteria

| Elements                                                           | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                   | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                           |
| 1. Assess situations and adapt communication technique accordingly | 1.1 Tailor verbal communication to the identified audience<br>1.2 Assess and respond appropriately to body language of audience<br>1.3 Use active listening skills and questioning techniques to clarify issues or problem areas for resolution<br>1.4 Select communication strategies that are appropriate to the social and personal needs of the receiver and are according to agency code of |

| Elements                                                                          | Performance Criteria                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                                  | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                     |
|                                                                                   | ethics and policies and procedures<br>1.5 Seek expert advice where required, or make referrals according to agreed procedures<br>1.6 Identify and check contradictions, ambiguities, uncertainties or misunderstandings with a range of sources and references                                                                                                             |
| 2. Communicate effectively in the workplace                                       | 2.1 Apply communication techniques and skills to effectively communicate with individuals and teams, including those of different cultures, according to agency code of ethics and policies and procedures<br>2.2 Make sure communication is clear, concise and accurate                                                                                                   |
| 3. Participate in meetings                                                        | 3.1 Brief supervisors and other team members on the meeting's purpose and proposed items to be raised<br>3.2 Research and obtain documents to be used for the meeting<br>3.3 Prepare own contributions relevant to the purpose of the meeting and supportive of the organisation's goals and objectives<br>3.4 State and substantiate own position clearly and effectively |
| 4. Use conflict resolution and negotiation skills to address issues and incidents | 4.1 Maintain control and objectivity at all times in conflict situations<br>4.2 De-escalate situational conflict according to agency code of ethics and policies and procedures<br>4.3 Separate persons in conflict, where appropriate, and negotiate or impose relevant solutions<br>4.4 Access and use external agencies where required                                  |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

| Skill                 | Description                                                                                                                                |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Learning              | <ul style="list-style-type: none"> <li>Identifies and clarifies areas of learning need</li> </ul>                                          |
| Navigate the world of | <ul style="list-style-type: none"> <li>Identifies and describes own skills, knowledge and experience within context of job role</li> </ul> |

| Skill                | Description                                                                                                                                                                                                                                                                                                       |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| work                 | <ul style="list-style-type: none"><li>• Seeks advice and feedback on current communication performance</li></ul>                                                                                                                                                                                                  |
| Interact with others | <ul style="list-style-type: none"><li>• Uses appropriate vocabulary, conventions and protocols, including technical language relevant to role and context</li><li>• Recognises personal strengths and challenges associated with communicating, resolving conflict and negotiating outcomes effectively</li></ul> |
| Get the work done    | <ul style="list-style-type: none"><li>• Takes initiative for making decisions in non-routine communication situations, and evaluates effectiveness</li></ul>                                                                                                                                                      |

## Unit Mapping Information

| Code and title current version                                   | Code and title previous version                                    | Comments                                        | Equivalence status |
|------------------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------|--------------------|
| SFICPL307<br>Facilitate effective communication in the workplace | SFICOMP317A<br>Facilitate effective communication in the workplace | Updated to meet Standards for Training Packages | Equivalent unit    |

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273>