SIRXCOM001 Communicate in the workplace to support team and customer outcomes

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use effective communication techniques with colleagues and customers from diverse backgrounds, and to complete work as part of a team.

It applies to individuals working in frontline roles in a diverse range of industry sectors and business contexts. They operate under the supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

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. Use effective communication techniques.	1.1.Greet others in a polite and friendly manner.
	1.2.Use questioning and active listening to determine the other person's needs.
	1.3.Use tact and discretion when interacting with others.
	1.4.Provide clear and concise information according to the person's needs and take follow up action as required.
	1.5.Use features of communications technology according to organisational procedures.

2. Respond to diversity in communication.	2.1. Treat people from diverse backgrounds equally and with respect and sensitivity.
	2.2. Consider cultural differences in verbal and non-verbal communication.
	2.3. Use gestures or simple words to communicate where language barriers exist.
	2.4. Obtain assistance from colleagues or supervisors when required to facilitate communication.
3. Confirm and respond to workplace requirements.	3.1. Identify lines of workplace communication and seek information about work requirements.
	3.2. Listen to, clarify and agree nature of work instructions and timelines.
	3.3. Seek assistance from others to complete work as required.
	3.4. Identify signs of potential workplace conflict and take appropriate action to resolve the situation using open and respectful communication.
	3.5. Encourage, acknowledge and act upon constructive feedback provided by other team members.

Foundation Skills

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

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d