



Australian Government

BSBLDR412 Communicate effectively as a workplace leader

Release: 1

BSBLDR412 Communicate effectively as a workplace leader

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.

The unit applies to managers, supervisors and team leaders required to communicate with other persons within the workplace. Communication skills cover a range of methods and contexts within principally structured environments.

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

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for communication	1.1 Identify purpose and audience for communication 1.2 Identify the desired outcome of the communication 1.3 Evaluate available methods of communication according to task requirements and organisational business policies and procedures 1.4 Identify potential barriers to effective communication and develop solutions to minimise impact
2. Engage in communication	2.1 Communicate using media and format relevant to the context 2.2 Use respectful and positive approaches to communications 2.3 Employ two-way processes to ensure receipt and

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	acknowledgement of message 2.4 Provide opportunities to clarify and confirm understanding
3. Review communication	3.1 Maintain record of the communication process and outcomes according to organisational policies and procedures 3.2 Identify follow up actions and communicate to relevant persons 3.3 Seek feedback on communication processes from all parties 3.4 Identify and incorporate opportunities to improve leadership communication processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Analyses and evaluates textual information from a range of sources to inform communication processes
Writing	Plans and prepares workplace documentation for relevant stakeholders according to organisational formats
Oral Communication	Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit the audience
Initiative and enterprise	Adheres to organisational policies and procedures relevant to own role
Teamwork	- Cooperates, collaborates and consults with others to clarify and confirm understanding and seek feedback - Selects and uses appropriate communication conventions and practices to build rapport, seek or present information
Planning and organising	- Plans and implements activities and processes to identify and establish communication and record keeping requirements - Uses analytical processes to identify potential problems and generate solutions - Systematically gathers and analyses all relevant information and evaluates options in order to make decisions about communication processes

Unit Mapping Information

Supersedes and is equivalent to BSBLDR401 Communicate effectively as a workplace leader.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR412 Communicate effectively as a workplace leader

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare, engage and review communication on at least four occasions with different individuals or groups.

In the course of the above, the candidate must:

- identify the context for communication and select approach and responses accordingly
- create and present messages by choosing method and mode appropriate to the audience and context
- undertake effective two-way communication from the perspective of a supervisor or team leader
- identify and record actions required as a result of communication and follow-up in a timely manner.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation requirement and organisational policies on workplace communication
- characteristics of effective leadership communication
- electronic and non-electronic communication methods, including situations where they would or would not be used
- effective listening techniques
- common feedback process and methods
- leadership communication responsibilities applicable to own role
- common barriers to effective communication in a workplace context
- characteristics of verbal and non-verbal communication.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources for communication and leadership.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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