



Australian Government

BSBXCM501 Lead communication in the workplace

Release: 3

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 4.0.
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 3	This version first released with BSB Business Services Training Package Version 7.2. Release created to amend typographical error in the performance evidence.

Application

This unit describes the skills and knowledge required to lead communication in the workplace within any industry.

This unit has a specific focus on the communication skills required for team leaders with responsibility for other workers.

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

Unit Sector

Cross Sector Skill

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. Establish communication protocols	1.1 Analyse internal and external information needs relevant to workplace 1.2 Develop or structure communication protocol(s) to meet organisational information needs and goals

	1.3 Identify ways to adapt communication protocols to suit various contexts 1.4 Prepare materials to support and/or implement communication protocols
2. Coordinate effective communication	2.1 Direct others to communicate according to organisational requirements and goals 2.2 Explain complex information to positively influence others 2.3 Motivate others to communicate respectfully, considering the needs of all, including those from diverse backgrounds 2.4 Identify and address any communication challenges to remove barriers to understanding
3. Present and negotiate persuasively	3.1 Identify and use a variety of communication styles relevant to varying audiences 3.2 Present information in a succinct, clear and persuasive manner 3.3 Evaluate differences in perspective and critically examine outcomes 3.4 Negotiate towards a final outcome with a focus on key outcomes 3.5 Confirm and implement outcomes of negotiation or communication using appropriate methods
4. Review communication practices	4.1 Provide mentoring to others to assist them in achieving communication goals 4.2 Obtain feedback from a variety of sources to manage the outcomes of communications and negotiations 4.3 Identify and document areas for improvement in communication for team or organisational practices 4.4 Implement plans to improve communication processes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Writing	Utilises sophisticated writing skills to summarise information from various sources and distinguish significant information from minor references

Skill	Description
Navigate the world of work	• Seeks to improve organisational policies and procedures to better meet organisational goals
Get the work done	• Evaluates effectiveness of communication channels, systems and processes to inform decisions and implement improvements • Uses digital technology to find, record or communicate basic information

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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

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Assessment Requirements for BSBXCM501 Lead communication in the workplace

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and range of conditions of this unit, including on at least one occasion, evidence of the ability to:

- collate research on internal and external communication needs
- develop and implement communication protocols in accordance with organisational requirements
- present information in a persuasive and professional manner
- apply negotiation techniques to reach desired outcomes
- address communication challenges for continuous improvement.
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Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- legislative requirements relevant to workplace communication
- organisational requirements relevant to workplace communication (including digital form):
 - workplace policies
 - codes of conduct

- organisational reputation and culture
- techniques to resolve communication challenges
- methods to mentor and coach others
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- communication protocols relevant to organisational information needs:
 - internal and external communication guides
 - risk based/emergency communication guides
 - style/formatting of communication guides
 - processes for allocation of responsibilities for standard communication
- communication challenges relevant to performance evidence:
 - conflicts with clients or team members
 - potential risks or safety hazards
 - unethical or inappropriate communication
 - appropriately framing organisational messaging
- key relevant features of:
 - different communication styles
 - different communication methods
 - relevant cross cultural communication techniques
 - negotiation and conflict resolution techniques.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

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

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