



Australian Government

Department of Education, Employment and Workplace Relations

CHCCOM3C Utilise specialist communication skills to build strong relationships

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit relates to the application of specialist workplace communication techniques to build and maintain strong relationships with colleagues and clients, based on respect and trust.
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Identify appropriate communication strategies to meet the needs of clients and colleagues and build strong relationships	1.1 Specific communication needs of clients and colleagues are identified including: ; Utilising techniques and aids; Translation and language interpreters; Cultural interpreters; Referral to specialists 1.2 Identify areas of mistrust or conflict that may require conflict resolution 1.3 Identify the need to include additional people including trusted friends, case workers, family members or adults
2 Conduct effective communication with clients and staff	2.1 Selection from a range of appropriate communication strategies is made and employed to 2.2 Establish rapport 2.3 Exchange information 2.4 Facilitate resolution of issues 2.5 Defuse potentially difficult situations 2.6 Basic counselling skills are applied where appropriate to provide a brief intervention 2.7 Interviews are conducted according to established procedures 2.8 Feedback and advice is given in a way which reflects current identified good practice 2.9 Due regard to individual differences, needs and rights is shown in communicating with clients and colleagues 2.1 Referrals to other staff or specialist services are made as appropriate to ensure duty of care responsibilities are met in situations where breakdowns in communication occur 2.1 Enquiries are responded to in a manner that promotes achievement of mutual outcomes

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| | 2.1 | Differences in views are respected and considered |
| | 2 | in a way that values and encourages the contributions of others |
| 3 | Contribute to the development of effective communication strategies | |
| | 3.1 | Strategies are implemented to check on the effectiveness of communication with clients and colleagues |
| | 3.2 | Established channels of communication are reviewed regularly to ensure clients and co workers are informed of relevant information in a timely way |
| | 3.3 | Coaching in effective communication is provided to colleagues and clients as required |
| | 3.4 | Relevant work related networks and relationships are maintained as required to ensure client needs and organisational objectives are met |
| 4 | Represent the organisation to a range of groups | |
| | 4.1 | When participating in internal and external forums, presentations are relevant, appropriately researched and presented in a manner to promote the organisation, and adjusted to meet audience needs |
| | 4.2 | Written communication is consistent with organisational standards |
| 5 | Apply specific communication techniques to assist in resolving conflict | |
| | 5.1 | Strategies are put in place to develop a trusting relationship that will enable facilitation of conflict resolution |
| | 5.2 | Specific mediation processes are applied that enable individual issues to be identified and stories heard, and exploration and validation of the history of the conflict |
| | 5.3 | Agreement is sought on processes to be followed to resolve conflict within scope of own abilities, skills and work role |
| | 5.4 | Referral to conflict resolution and mediation is made as appropriate |
| | 5.5 | Verbal communication skills are utilised to assist in resolving any conflict |

- 6 Implement mechanisms that facilitate group discussions
 - 6.1 Opportunities are provided to fully explore all relevant issues
 - 6.2 Strategies which encourage all group members to participate equally are used routinely including seeking and acknowledging contributions from all members
 - 6.3 Objectives and agendas for meetings and discussions are routinely set and followed
 - 6.4 Relevant information is provided to groups as appropriate to facilitate outcomes
 - 6.5 Evaluation of group communication strategies is undertaken to promote ongoing participation of all parties
 - 6.6 Strategies are implemented to ensure the specific communication needs of individuals within the group are identified and addressed

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence include:

Providing evidence that all communication with clients and colleagues is appropriate to individual needs and the situation and promotes achievement of organisational objectives
Using effective communication skills with clients accessing service, and with work colleagues
Using strategies to meet particular client communication need/difficulties
Conflict resolution is addressed in a timely way and in a manner which is inclusive of individual issues, and does not compromise the standing of the organisation or the integrity of the individual
Knowing when to provide referrals to conflict resolution and mediation

Essential knowledge:

Cross cultural communication protocols
Family system models
Grief and loss issues
Sexuality and human relations issues
Crisis intervention theories and models
Dynamics of conflict resolution
Recognition of communication styles of individuals
Dynamics of groups and different styles of group leadership
Different communication skills relevant to client group eg signing
Oral communication skills required to fulfil job roles as specified by the organisation/service. Assessors should look for skills in asking questions, providing clear information, listening to and understanding workplace instructions, and clarifying workplace instructions when necessary. Service/organisation may require competence in English or community language, depending on client group
Literacy skills to enable reporting and recording of client interaction within the scope of the job role

Essential skills:

Full range of communication techniques including:
Reflective listening, respectful responding, development of empathy and rapport and other basic counselling skills
Facilitating conflict resolution through application of a range of strategies
Techniques to seek agreement between parties
Active listening if culturally appropriate, recognition of non verbal triggers
Feedback
Interpretation
Role boundaries setting
Negotiation
Establishing empathy
Skills in working with clients in crisis

Resource implications:

Access to appropriate workplace where assessment can take place or
Simulation of realistic workplace setting for assessment

Consistency in performance:

Assessment may include observations, questioning or evidence gathered from a workplace setting

Assessment is recommended to be on more than one occasion and must include the range of clients who access the service

Context of assessment:

This unit should be assessed on the job or through simulation.

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Range Statement

Exercising effective communication skills includes:

Identifying and evaluating what is occurring within an interaction in a non judgemental way

Making decisions about appropriate words, behaviour, posture

Using active listening

Using clarifying, summarising questions

Putting together a response that is culturally appropriate

Expressing an individual perspective

Expressing own philosophy, ideology and background and exploring the impact of this on the communication

Exploring and unpacking problems

Using reflective listening

Providing sufficient time to enable stories to be told

Providing summarising and reflective responses in conflict situations

Non verbal communication includes:

Gestures

Posture

Facial expression

Basic counselling skills include:

Counselling context, process and goals

Establishing a trusting relationship

Information gathering

Reflective listening

Basic knowledge of theories supporting counselling process

Human life stage development

Types of interviews include:

Related to staffing issues

Routine information collection

Confidential

Evidential

Non disclosure

Disclosure

Interviews may be carried out:

On an individual or group basis by a range of employees/workers

Interviews will be carried out within requirements established by:

Commonwealth and State legislation

International conventions relating to the rights of individuals

Organisation policy and procedures

Relevant program standards

Duty of care and ethical practice

Quality of presentations will be assessed according to:

Clarity

Appropriate sequencing

Delivery within a predetermined time

Utilising appropriate media to enhance the presentation

Addressing audience needs

Opportunities will include:

Allowing sufficient time to hear individual stories

Encouraging a full exploration of issues

Encouraging validation of individual issues

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Unit Sector(s)

Not applicable.