



Australian Government

PSPGEN096 Use workplace communication strategies

Release: 1

PSPGEN096 Use workplace communication strategies

Modification History

Supersedes and is not equivalent to PSPGEN019 Use workplace communication strategies.

Application

This unit describes the performance outcomes, skills and knowledge to use workplace oral and written communication strategies for interacting with internal and external clients.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. They work under supervision, performing routine tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Respond to enquiries.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Provide responses to enquiries received from internal and external clients according to organisation policy and procedures.
- 1.2. Use active listening techniques to understand the enquiry.
- 1.3. Ask questions to clarify aspects of the enquiry which are not clear.
- 1.4. Use oral communication skills to prevent, defuse and resolve conflict situations.

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| 2. Receive and give instructions and directions. | 2.1. Receive, clarify, assess and act upon directions in accordance with relevant procedures.
2.2. Convey instructions and directions clearly and confirm these with the recipient.
2.3. Provide feedback in accordance with organisational processes and protocols. |
| 3. Participate in meetings. | 3.1. Prepare for meetings by reviewing the agenda and other related documents.
3.2. Provide input during meeting in accordance with meeting protocol and objectives.
3.3. Use verbal and non-verbal communication that demonstrates respect for individual differences and builds trust to enhance relationships and meeting outcomes. |
| 4. Make presentations within the workgroup. | 4.1. Prepare and deliver a work-related presentation that is relevant to the audience.
4.2. Use required resources or aids to enhance the presentation.
4.3. Use strategies that engage the listeners. |
| 5. Develop personal development practices. | 5.1. Seek and act upon feedback to improve future performance.
5.2. Reflect on personal performance and identify opportunities for personal professional development within the organisation. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Learning skills to:

- develop basic strategies for conflict resolution.

Reading skills to:

- follow meeting agendas
- interpret workplace documents relevant to meetings or client enquiries.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN019 Use workplace communication strategies.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN096 Use workplace communication strategies

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least two occasions:

- take part in interpersonal exchanges of information, with some awareness of different registers and strategies for interaction
- clarify meaning, explore issues and problem solve
- use information in graphic, diagrammatic, or visual form
- use communication technology including telephones, answering machines/voicemail and computers with audio, presentation software
- use available methods of digital communication in a workplace context including email and instant messaging
- apply organisation security and privacy protocols in communications.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- principles of effective communication, including:
 - active listening
 - body language
 - conflict resolution
 - methods for conveying information clearly and concisely, oral and written
 - open and closed questioning
 - verbal and non-verbal cues
 - voice tonality
- organisational processes, hierarchy and formal communication channels
- organisational meeting formats and protocols.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- organisational protocols for workplace communication

- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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