



Australian Government

PSPGEN101 Use complex workplace communication strategies

Release: 1

PSPGEN101 Use complex workplace communication strategies

Modification History

Supersedes and is equivalent to PSPGEN054 Use complex workplace communication strategies.

Application

This unit describes the performance outcomes, skills and knowledge required to use complex workplace communication for working with internal and external clients, colleagues and other staff.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work autonomously with middle management responsibilities, performing complex 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

PERFORMANCE CRITERIA

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

1. Prepare for complex communication.
 - 1.1. Clarify communication objectives and identify the communication mode.
 - 1.2. Undertake analysis to anticipate the likely positions to be taken by those present on the matters under discussion.
 - 1.3. Research and organise subject matter, identify and record key points to be conveyed, and summarise information to counter other positions.
 - 1.4. Identify and incorporate requirements of legislation, policies and guidelines relevant to the discussion.
2. Analyse and respond to opinions.
 - 2.1. Evaluate discussion to identify impartiality, bias or unsupported argument.
 - 2.2. Record points of view of other speakers and present information to counter opposing views.
 - 2.3. Analyse reaction to speakers and their point of view to identify and manage emotional reactions and maintain objectivity.
 - 2.4. Examine opposing or challenging views for their value in achieving the same ends.
 - 2.5. Use active listening and questioning to clarify own understanding, challenge or justify other points of view.
3. Present a convincing argument.
 - 3.1. Choose communication approach to suit the given audience.
 - 3.2. Assert prepared position with conviction and purpose.
 - 3.3. Adjust verbal and non-verbal behaviour to maintain listener interest if the audience is unresponsive.
 - 3.4. Use questions to elicit feedback and check audience understanding.
 - 3.5. Respond to audience questions and arguments and support answers by reasoned explanation.
 - 3.6. Negotiate agreement where possible, concluding with a summary of agreed items.
4. Develop communication strategies.
 - 4.1. Seek feedback from others and assess the outcomes of communication.
 - 4.2. Record and use lessons learnt to underpin future interactions.
 - 4.3. Develop and practise language structures and features that influence audiences to a preferred point of view.
 - 4.4. Explore and practise communication strategies for workplace applications.

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
Teamwork skills to	• use workplace communication strategies to reach agreement.
Problem-solving skills to:	• draw on the diverse perspectives of others to gain insights into issues, establish a common purpose and negotiate agreement.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN054 Use complex 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 PSPGEN101 Use complex 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 one occasion:

- apply legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- analyse and use language structures and features that influence interpretation of spoken communication
- interact confidently with groups on familiar topics in formal and informal workplace situations
- present a convincing argument and listen and respond to opposing views
- clarify meaning, explore issues and problem-solve.

Knowledge Evidence

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

- legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- power and effect of spoken language
- organisational processes and hierarchy
- techniques to deal with opposing views and positions
- emotional intelligence techniques
- organisational protocols and etiquette for communication in meetings
- communication strategies to suit different audiences
- ways to influence the interpretation of spoken communication.

Assessment Conditions

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

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- current theory and practice on influencing skills for the public sector

- resources and equipment of the working environment.

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

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