



Australian Government

PSPGEN140 Use advanced workplace communication strategies

Release: 1

PSPGEN140 Use advanced workplace communication strategies

Modification History

Supersedes and is not equivalent to PSPGEN033 Use advanced workplace communication strategies.

Application

This unit describes the performance outcomes, skills and knowledge required to use advanced workplace 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. Those undertaking this unit work independently, with possible supervisory responsibilities, performing complex tasks in a range of familiar and unfamiliar 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. Deal with complex enquiries and complaints.
 - 1.1. Establish relationship with client by displaying understanding towards client needs, through listening, questioning and confirming.
 - 1.2. Record complaint or enquiry and verify details with client.
 - 1.3. Obtain documentation to support complaint or enquiry.
 - 1.4. Identify action available under organisational policies and follow procedures to resolve complaint or enquiry.
 - 1.5. Identify and refer complaints or enquiries that require other input to resolve.
 - 1.6. Advise client of action taken to resolve the complaint or enquiry and record.
2. Give directions.
 - 2.1. Give ethical, lawful and reasonable directions to others.
 - 2.2. Give directions and confirm understanding of directions.
 - 2.3. Resolve problems or refer issues that require other input to resolve.
 - 2.4. Provide feedback on implementation to others.
3. Manage meetings.
 - 3.1. Clarify purpose of each meeting and develop agenda in consultation with participants.
 - 3.2. Select the procedure for each meeting and style of facilitating based on nature of meeting.
 - 3.3. Chair meetings in accordance with organisational policies and procedures.
 - 3.4. Ensure meetings are focused on objectives and are time efficient.
 - 3.5. Enable participation, discussion, problem solving and resolution of issues by all those present.
 - 3.6. Summarise decisions and recommendations in required formats.
 - 3.7. Check details for accuracy and record in accordance with organisational procedures, including security and confidentiality requirements.

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| 4. Make presentations. | 4.1. Prepare and deliver presentations to a range of audiences.
4.2. Structure presentations logically with relevant information.
4.3. Develop supporting materials and presentation aids to enhance audience understanding of key concepts and ideas.
4.4. Use presentation strategies suitable for the audience, location, resources and personnel needed.
4.5. Evaluate effectiveness of presentation for the purpose of improving future presentations. |
| 5. Monitor and support workplace communication strategies. | 5.1. Seek and act upon feedback to improve future performance.
5.2. Reflect on personal performance and identify opportunities for improvement and professional development. |

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:	• seek opportunities to develop and extend expertise and identify areas for professional improvement.
Initiative and enterprise skills to:	• adjust communication styles to address different purposes and groups.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN033 Use advanced 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 PSPGEN140 Use advanced workplace communication strategies

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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:

- speak and listen to sustained and sometimes complex communication exchanges
- derive meaning from a sustained oral discussion
- take part in interpersonal exchanges of information, with a flexible use of register and strategies for interaction
- deal with a complaint including:
 - clarifying meaning,
 - exploring issues and
 - using problem-solving or referral
- use observation to read non-verbal cues
- use presentation resources.

Knowledge Evidence

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

- organisational policies, procedures and guidelines for workplace communication including:
 - organisational processes and hierarchy
 - official communication channels
 - protocols and etiquette for oral communication
 - complaints procedures
- conflict resolution techniques
- negotiation techniques
- giving and receiving feedback
- how to use a process of reflection to enhance self-awareness and understanding of workplace communication strategies
- meeting features and relationship to workplace communication strategies including:
 - procedures and conventions
 - roles including facilitation, chairing and record keeping requirements to suit the meeting purpose.

Assessment Conditions

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

Assessment must ensure access to:

- organisational policies, procedures and guidelines for workplace communication.

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

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