



Communication Skills

National Competency Standard (BSB)

BSBLDR401 Communicate effectively as a workplace leader

BSBLDR501 Develop and use emotional intelligence



Aim

This unit describes the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.

Audience

The audience for this course is team leaders, supervisors and new emerging managers who are required to communicate effectively with other persons at the workplace.

Duration

One day.

Course Outcomes

On completion of this course, participants will be able to:

1. Understand the importance of effective communication
2. Identify the context of a communication, including audience, desired outcomes and methods
3. Craft a message using relevant media and formats
4. Take relevant follow-up actions in line with organisation policies and procedures

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for one of the units of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards competency.

Course Content

Identify context for communication

- Identify reason and context for communication
- Identify persons relevant to the communication context
- Clarify specific environment and personnel factors that may impact on the success of the communication
- Identify and clearly understand the desired outcome of the communication
- Evaluate available methods of communication against their suitability for the specific communication requirements
- Identify potential barriers to effective communication and develop solutions to minimise impact
- Incorporate relevant business policies, procedures, regulations and legislation into communication processes

Clarify message and engage communication

- Undertake communication using media and format relevant to the context
- Incorporate respectful and positive approaches to communications
- Employ two-way processes to ensure receipt and acknowledgement of message
- Seek feedback on communication processes from all parties
- Provide opportunities to clarify and confirm understanding

Take follow-up actions

- Maintain record of the communication process and outcomes in line with enterprise policy and procedures
- Identify follow up actions and communicate to relevant persons
- Identify and incorporate opportunities to improve leadership communication processes