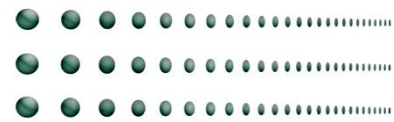




RTO provider code: 60034

Business Skills
IT Solutions
Qualifications



Communication Skills

National Competency Standard (BSB):

BSBLDR401 Communicate effectively as a workplace leader

BSBLDR501 Develop and use emotional intelligence

Course Objectives

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.

Duration

1 Day.

Course Outcomes

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 the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

Communication Skills

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