UNIT CODE	PSPGEN019
UNIT TITLE	**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, under supervision while performing routine tasks in a range of familiar contexts but may be applied to anyone working in a similar organisational context. 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 or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element .*
1. Respond to enquiries	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.
2. Receive and give instructions and directions	2.1 Receive, clarify, assess and act upon directions according to relevant procedures. 2.2 Convey instructions and directions clearly and confirm these with the recipient. 2.3 Provide feedback.

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.
4. Make presentations within the workgroup	4.1 Prepare and deliver a work related presentation. 4.2 Use resources or aids to enhance the presentation. 4.3 Use strategies to 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.	
Learning skills to:	■ develop basic strategies for conflict resolution.
Reading skills to:	■ read and follow meeting agendas ■ read workplace documents relevant to meetings or client enquiries.
Oral communication skills to	■ use active listening and clarifying strategies when providing and receiving directions ■ use language to alleviate conflict and negotiate outcomes ■ participate in meetings ensuring interaction is respectful and constructive to meeting outcomes.
UNIT MAPPING INFORMATION	Release 1: This unit supersedes and is equivalent to PSPGEN019 Use workplace communication strategies.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN019 Use workplace communication strategies**

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: ■ take part in interpersonal exchanges of information, with some awareness of different registers and strategies for interaction ■ clarify meaning, explore issues and problem solve ■ present information in graphic, diagrammatic, or visual form ■ use telephones, answering machines/voicemail, computers with audio, presentation software and other communications technology ■ use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms. ■ 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 ■ organisation processes, hierarchy and formal communication channels ■ organisation meeting formats and protocols.

ASSESSMENT CONDITIONS	Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessment must ensure access to: ■ legislation, policy, procedures and protocols relating to workplace communication in the public sector. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide