Australian Government

BSBLDR401 Communicate effectively as a workplace leader

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

BSBLDR401 Communicate effectively as a workplace leader

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

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.

This unit applies to managers, supervisors and team leaders required to communicate with other persons within the workplace.

Communication skills cover a range of methods and contexts within principally structured environments.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify context for communication	1.1 Identify reason and context for communication
	1.2 Identify persons relevant to the communication context
	1.3 Clarify specific environment and personnel factors that may impact on the success of the communication
	1.4 Identify and clearly understand the desired outcome of the communication
	1.5 Evaluate available methods of communication against their suitability for the specific communication requirements
	1.6 Identify potential barriers to effective communication and develop solutions to minimise impact
	1.7 Incorporate relevant business policies, procedures, regulations and legislation into communication processes
2. Clarify message and engage communication	2.1 Undertake communication using media and format relevant to the context
	2.2 Incorporate respectful and positive approaches to communications
	2.3 Employ two-way processes to ensure receipt and acknowledgement of message
	2.4 Seek feedback on communication processes from all parties
	2.5 Provide opportunities to clarify and confirm understanding
3. Take follow-up actions	3.1 Maintain record of the communication process and outcomes in line with enterprise policy and procedures
	3.2 Identify follow up actions and communicate to relevant persons
	3.3 Identify and incorporate opportunities to improve leadership communication processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.7, 3.1, 3.2, 3.3	• Analyses and evaluates textual information from a range of sources to inform communication processes
Writing	2.1, 3.1	• Plans and prepares workplace documentation for relevant stakeholders according to organisational formats
Oral Communication	2.1, 3.2	• Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit the audience
Navigate the world of work	1.7, 3.1	• Adheres to organisational policies and procedures relevant to own role
Interact with others	1.3, 2.1, 2.2, 2.3, 2.4, 2.5	• Cooperates, collaborates and consults with others to clarify and confirm understanding and seek feedback • Selects and uses appropriate communication conventions and practices to build rapport, seek or present information
Get the work done	1.1, 1.2, 1.4, 1.5, 1.6, 3.1, 3.2, 3.3	• Plans and implements activities and processes to identify and establish communication and record keeping requirements • Uses analytical processes to identify potential problems and generate solutions • Systematically gathers and analyses all relevant information and evaluates options in order to make decisions about communication processes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLDR401 Communicate effectively as a workplace leader	Not applicable	New unit	No equivalent unit

Links

Companion volumes available from the IBSA website:
http://www.ibsa.org.au/companion_volumes -
http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=13