



CATAPULT

BSBLDR412

Communicate effectively as a workplace leader

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBLDR412.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/BSBLDR412/>

Trainer/assessor guide

BSBLDR412

Communicate effectively as a workplace leader

Welcome to this unit of study

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.

The 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.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Prepare for communication	5
Identify purpose and audience for communication.....	5
The desired outcome of the communication	11
Methods of communication according to task requirements	15
Potential barriers to effective communication and solutions.....	20
Check your understanding	27
Topic 2: Engage in communication	29
Media and format relevant to the context	29
Respectful and positive approaches to communications.....	40
Employ two-way processes	44
Provide opportunities to clarify and confirm understanding	47
Check your understanding	51
Topic 3: Review communication.....	53
Maintain record of communication processes and outcomes	53
Follow up actions and communicate to relevant persons.....	58
Seek feedback on communication processes from all parties	60
Identify and incorporate opportunities to improve leadership communication processes	63
Check your understanding	65
Topic 4: Additional learning	67
Legislation requirement and organisational policies on workplace communication	67
Effective listening techniques.....	72
Leadership communication responsibilities applicable to own role.....	73
References.....	74
Assessment workbook.....	75
Unit information.....	77
What is competency-based assessment?.....	78
How will my competency be assessed?.....	79
Assessment agreement.....	80
Foundation skills checklist.....	81
Skills recognition.....	82
Topic 1: Prepare for communication	83
Topic 2: Engage in communication	84
Topic 3: Review communication	85
Knowledge questions	86
Topic 1: Prepare for communication	87
Topic 2: Engage in communication	93
Topic 3: Review communication.....	98
Topic 4: Specific knowledge evidence.....	103

Performance tasks	106
Third party evidence collection agreement	107
Topic 1: Prepare for communication	108
Topic 2: Engage in communication	110
Topic 3: Review communication	112
Completion record	114
Unit mapping	115
Trainer/ assessor user instructions	117

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare for communication
- » Engage in communication
- » Review communication
- » Additional learning

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
