



**CATAPULT**

# BSBXCM501

Lead communication in the workplace

## 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 BSBXCM501.**

**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/BSBXCM501/>**

# Trainer/assessor guide

## BSBXCM501

### Lead communication in the workplace

#### Welcome to this unit of study

This unit describes the skills and knowledge required to lead communication in the workplace within any industry.

This unit has a specific focus on the communication skills required for team leaders with responsibility for other workers.

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

<b>About this trainer/assessor guide .....</b>	<b>4</b>
<b>Learning resource.....</b>	<b>5</b>
Topic 1: Establish communication protocols .....	5
Analyse internal and external workplace information needs .....	5
Communication protocols to meet organisational information needs and goals .....	7
Identify ways to adapt communication protocols .....	10
Prepare materials for communication protocols .....	11
Check your understanding .....	13
Topic 2: Coordinate effective communication .....	15
Direct others to communicate .....	15
Explain complex information to positively influence others.....	19
Motivate others to communicate respectfully, considering the needs of all, including those from diverse backgrounds.....	21
Identify and address barriers to understanding.....	23
Check your understanding .....	27
Topic 3: Present and negotiate persuasively .....	29
Use communication styles relevant to varying audiences .....	29
Present information in a succinct, clear and persuasive manner .....	31
Evaluate differences in perspective and critically examine outcomes .....	33
Negotiate towards a final outcome .....	35
Confirm and implement outcomes of negotiation.....	37
Check your understanding .....	39
Topic 4: Review communication practices .....	41
Mentor to others to assist them in achieving communication goals.....	41
Obtain feedback to manage the outcomes of communications and negotiations.....	43
Identify and document areas for communication improvement .....	45
Implement plans to improve communication processes .....	46
Check your understanding .....	47
References.....	49
<b>Assessment workbook .....</b>	<b>51</b>
Unit information.....	53
What is competency-based assessment?.....	54
How will my competency be assessed?.....	55
Assessment agreement.....	56
Foundation skills checklist.....	57
<b>Skills recognition.....</b>	<b>58</b>
Topic 1: Establish communication protocols .....	59
Topic 2: Coordinate effective communication .....	60
Topic 3: Present and negotiate persuasively .....	61
Topic 4: Review communication practices .....	62

<b>Knowledge questions</b> .....	<b>63</b>
Topic 1: Establish communication protocols .....	64
Topic 2: Coordinate effective communication .....	68
Topic 3: Present and negotiate persuasively .....	72
Topic 4: Review communication practices .....	77
<b>Performance tasks</b> .....	<b>81</b>
Third party evidence collection agreement .....	82
Topic 1: Establish communication protocols .....	84
Topic 2: Coordinate effective communication .....	86
Topic 3: Present and negotiate persuasively .....	88
Topic 4: Review communication practices .....	92
<b>Completion record</b> .....	<b>94</b>
<b>Unit mapping</b> .....	<b>95</b>
<b>Trainer/ assessor user instructions</b> .....	<b>97</b>

# About this trainer/assessor guide

---

## Learning resource

---

The learning resource is divided into the following topics:

- » Establish communication protocols
- » Coordinate effective communication
- » Present and negotiate persuasively
- » Review communication practices

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.

---