



CATAPULT

CHCCOM002

Use communication to build relationships

Table of Contents (Extract)

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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/CHCCOM002/>

Trainer/assessor guide

CHCCOM002

Use communication to build relationships

Welcome to this unit of study

This unit describes the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust.

This unit applies to work across a range of workplace contexts where workers at all levels may communicate with individuals and/or groups both in person and in writing.

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: Communicate with clients and co-workers	5
Communication techniques	5
Respect, acceptance of individual difference and understanding rights.....	12
Represent the organisation appropriately	17
Provide information to clients and service providers	24
Check your understanding	29
Topic 2: Address communication needs	31
Recognise and support communication needs	31
Interpreter and translation services.....	38
Problems and communication barriers.....	41
Defuse conflict or potentially difficult situations	44
Seek and respond to feedback on communication.....	48
Check your understanding	51
Topic 3: Facilitate meetings.....	53
Meeting agendas and lists of invited participants	53
Contribute to meeting agendas	58
Provide opportunities to explore issues and share information.....	60
Encourage participation and implement strategies to meet communication needs	62
Facilitate the resolution of conflict	67
Minute or record meeting	69
Evaluate meeting processes	73
Check your understanding	75
References.....	77
Assessment workbook.....	79
Unit information.....	81
What is competency-based assessment?.....	82
How will my competency be assessed?.....	83
Assessment agreement.....	84
Foundation skills checklist.....	85
Skills recognition.....	86
Topic 1: Communicate with clients and co-workers	87
Topic 2: Address communication needs	88
Topic 3: Facilitate meetings	89
Knowledge questions	90
Topic 1: Communicate with clients and co-workers	91
Topic 2: Address communication needs	98
Topic 3: Facilitate meetings	107
Topic 4: Specific knowledge evidence	117

Performance tasks.....	122
Third party evidence collection agreement	123
Topic 1: Communicate with clients and co-workers	124
Topic 2: Address communication needs	126
Topic 3: Facilitate meetings.....	127
Completion record.....	130
Unit mapping.....	131
Trainer/ assessor user instructions.....	135

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Communicate with clients and co-workers
- » Address communication needs
- » Facilitate meetings

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.

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