



CATAPULT

FSKOCM007

Interact effectively with others at work

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 FSKOCM007.

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/FSKOCM007/>

Trainer/assessor guide

FSKOCM007

Interact effectively with others at work

Welcome to this unit of study

This unit describes the skills and knowledge required to interact effectively with others in the workplace, including external clients and internal staff. Interactions include giving or responding to spoken instructions, responding to customer queries and complaints, explaining a workplace procedure, or taking telephone calls from the general public or internal staff.

An individual performing these tasks works independently and uses familiar support resources as needed.

This unit applies to individuals who use, or are preparing to use, oral communication skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) oral communication core skill indicators .07 and .08 at level 3 in the workplace and employment domain of communication.

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 to interact with others at work.....	5
Identify the type of interaction and the audience	5
Interpreting the purpose of the interaction	7
Meeting the needs of the audience.....	8
Oral communication strategies.....	10
Check your understanding	11
Topic 2: Participate in interactions with others	13
Use oral communication strategies.....	13
Grammar, vocabulary and pronunciation	16
Non-verbal communication strategies.....	22
Check your understanding	27
Topic 3: Review performance	29
Confirming understanding of information	29
Seeking feedback and evaluating the effectiveness of your communication	30
Identifying strategies for improvement	31
Check your understanding	33
References.....	35
Assessment workbook	37
Unit information	39
What is competency-based assessment?.....	40
How will my competency be assessed?.....	41
Assessment agreement.....	42
Foundation skills checklist.....	43
Skills recognition.....	44
Topic 1: Prepare to interact with others at work.....	45
Topic 2: Participate in interactions with others	46
Topic 3: Review performance	47
Knowledge questions	48
Topic 1: Prepare to interact with others at work.....	49
Topic 2: Participate in interactions with others	51
Topic 3: Review performance	53
Topic 4: Specific knowledge evidence	55
Performance tasks.....	61
Third party evidence collection agreement	62
Topic 1: Prepare to interact with others at work.....	64
Topic 2: Participate in interactions with others	66
Topic 3: Review performance	68

Completion record..... 70
Unit mapping..... 71
Trainer/ assessor user instructions..... 73

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare to interact with others at work
- » Participate in interactions with others
- » Review performance

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.
