

CHCCOM403A

Use targeted communication skills to build relationships

Descriptor

This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues based on respect and trust

Employability Skills

This unit contains Employability Skills

Application

The communication skills described in this unit should be applied to target specific communication issues and may be applied across a range of workplace contexts involving application of a range of communication strategies to address specific needs and issues, working with various levels of social and cultural diversity

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. *Communicate effectively* with clients and staff

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

- 1.1 Identify and use appropriate communication strategies to:
 - establish rapport
 - exchange information
 - facilitate resolution of issues
 - defuse potentially difficult situations
- 1.2 Conduct *interviews* according to *established procedures*
- 1.3 Give feedback and advice in a way which reflects current identified good practice
- 1.4 Demonstrate respect for individual, cultural and social differences, needs and rights in communicating with clients and colleagues
- 1.5 If communication break down occurs, respond appropriately and refer to other staff or specialist services if required to ensure duty of care responsibilities are met
- 1.6 Respond to enquiries in a manner that promotes achievement of mutual outcomes
- 1.7 Respect and consider differences in views in a way that values and encourages the contributions of others
- 1.8 Ensure communication represents the organisation effectively where appropriate

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| 2. Contribute to the implementation of effective communication strategies | 2.1 Implement strategies to check on the effectiveness of communication with clients and colleagues |
| | 2.2 Facilitate access to interpretive and translation services as required |
| | 2.3 Regularly review established channels of communication to ensure clients and co workers are informed of relevant information in a timely way |
| | 2.4 Provide coaching in effective communication to colleagues and clients as required |
| | 2.5 Maintain relevant work-related networks and relationships as required to ensure client needs and organisation objectives are met |
| 3. Use specific communication techniques to maintain constructive interaction | 3.1 Put in place strategies to develop a trusting relationship that will enable negotiation of communication barriers |
| | 3.2 Use communication skills and processes to identify and address barriers to communication and facilitate identification of individual issues |
| | 3.3 Use effective skills in listening and providing feedback to ensure stories are heard and to support exploration and validation of issues raised |
| | 3.4 Seek agreement on processes to be followed to address issues within scope of own abilities, skills and work role |
| | 3.5 Make referral for conflict resolution and mediation as appropriate |

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| 4. Facilitate discussions | 4.1 Provide <i>opportunities</i> to fully explore all relevant issues |
| | 4.2 Routinely use strategies that encourage all group members to participate equally, including seeking and acknowledging contributions from all members |
| | 4.3 Routinely contribute to and follow objectives and agendas for meetings and discussions |
| | 4.4 Provide relevant information to groups as appropriate to facilitate outcomes |
| | 4.5 Evaluate group communication strategies to promote ongoing participation of all parties |
| | 4.6 Implement strategies to ensure the specific communication needs of individuals within the group are identified and addressed |
| 5. Identify communication strategies to build relationships with clients who are involuntary or present communication challenges | 5.1 Identify and address specific communication barriers such as: <ul style="list-style-type: none">- closed or unreceptive attitudes- mistrust or misunderstanding of people, organisations, systems and/or processes- emotional states, such as fear, anger and frustration |
| | 5.2 Identify areas of mistrust or conflict that may require resolution |
| | 5.3 Identify the need to include <i>additional parties</i> |

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

It is critical that the candidate demonstrate knowledge of:

- Effective communication strategies and techniques to address barriers and build and maintain relationships
- Recognition of communication styles of individuals
- Basic group dynamics and facilitation of group discussion

The candidate must also be able to demonstrate relevant knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria, such as knowledge of:

- Cross cultural communication protocols
- Non-verbal communication strategies
- Communication techniques to maintain constructive interactions
- Barriers to communication

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Provide evidence that all communication with clients and colleagues is appropriate to individual needs and the situation and promotes achievement of organisation objectives
- Use strategies to meet particular communication needs/difficulties
- Address individual issues in a timely way and in a manner which maintains the integrity of the individual
- Know when to provide referrals to conflict resolution and mediation

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

- Apply a full range of communication techniques including:
 - reflective and active listening, respectful responding, empathy, feedback and rapport
 - addressing communication barriers through application of a range of strategies
 - recognition of non-verbal triggers
 - clarification of boundaries of work role
- Apply oral communication skills required to fulfil job roles as specified by the organisation/service:
 - skills in asking questions, providing clear information, listening to and understanding workplace instructions, and clarifying workplace instructions when necessary
 - service/organisation may require competence in English or community language, depending on client group

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Communicate effectively includes:

- Effective use of questioning, speaking, and listening and non-verbal communication techniques
- Identifying and evaluating what is occurring within an interaction in a non-judgemental way
- Making decisions about appropriate words, behaviour, posture
- Using clarifying, summarising questions
- Putting together a response that is culturally appropriate
- Expressing an individual perspective
- Expressing own philosophy, ideology and background and exploring the impact of this on the communication
- Exploring and unpacking problems
- Using active and reflective listening appropriately
- Providing sufficient time to enable stories to be told
- Providing summarising and reflective responses in conflict situations
- Confirming that required information is accessed or message communicated

Non-verbal communication includes:

- Gestures
- Posture
- Facial expression

Interviews may include:

- Discussion of staffing issues
- Routine information collection
- Maintaining confidentiality
- Evidential-based
- Non disclosure
- Disclosure

Established procedures may refer to:

- Commonwealth and State legislation
- International conventions relating to the rights of individuals
- Organisation policy and procedures
- Relevant program standards
- Duty of care and ethical practice

RANGE STATEMENT

Presentation of information includes:

- Clarity
- Appropriate sequencing
- Delivery within an appropriate time
- Utilising media to enhance presentation, if appropriate
- Addressing audience needs

Opportunities will include:

- Allowing sufficient time to hear individual stories
- Encouraging a full exploration of issues
- Encouraging validation of individual issues

Additional parties may include:

- Trusted friends
- Case workers
- Family members
- Nominated adults

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit will be most appropriately assessed in a work context or in simulated work environment and under the normal range of work conditions
- Assessment is recommended to be on more than one occasion and must include the range of clients who access the service

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place

Method of assessment:

- Assessment may include observation, questioning and evidence gathered from the workplace and/or simulated work environment, including written work