BSBLDR401 Communicate effectively as a workplace leader

Assessment Task Workbook

Candidate Name:		Student No	

Written by Sandy Welton

Instructions to Trainee

This Assessment Task Workbook has been designed to guide you through providing evidence that demonstrates your competency in the unit:

BSBLDR401 Communicate effectively as a workplace leader

Application of the unit

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.

This 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.

Unit requirements

The unit requirements are shown in the table at the end of this Assessment Task Workbook.

The Learning and Assessment process

Your Trainer/Assessor will support you throughout the learning and assessment process.

Your Trainer/Assessor will give you:

- This Assessment Task Workbook, which contains:
  o information to help you research information and develop your knowledge
  o assessment tasks for you to complete

- A Learning Guide which you can refer to during and after the course.

If at any time during the learning and assessment process, your Trainer/Assessor considers that the safety of any person is at risk they will **abort** the session.

Assessment Task 1

This task requires you to apply your knowledge of the context and purpose of communication as a workplace leader.

☆ Answer the following questions in the spaces provided.

NOTE: Read the questions carefully. Sometimes you will need to read the question twice so as to make sure you know what is required.

Questions

1.   Give 3 examples of reasons why you need to listen to your team members.
2.   Give 6 examples methods of communication by speaking to the team as a whole.
3.   Provide a reason why you need to use speaking skills to consult with your team?
4.   You need to provide written communication to your team for a number of reasons. Identify 5 reasons.
5.   What is the purpose of holding a counselling meeting with an individual in your team?
6.   Identify 5 types of written communication to your team

7. What is the purpose of listening to feedback from management?

8. Identify 7 types of written communication from management that you need to read, so that you can implement them.

9. Describe 4 main reasons why you may need to speak to management

10. A team leader needs to build relationships that will help their team work with other teams to achieve the organisation's objectives. Why is it important to attend and listen at meetings with your colleagues?

11. What is the context of communication when you are talking face to face with one team leader?

12. When communicating in the workplace with management or colleagues, you need to comply with procedures. What is the context of communication?

13. When you are delivering a presentation to your team (less than 12 people) what is the context of communication?

14. Your workplace is likely to have people from different backgrounds who may have different ways of communicating. What is this context of communication called?

15. Advertising is also a form of communication. What is its context?

16. If you send an email to a colleague, two contexts of communication apply. What are they?

Assessor Comments / Feedback
(tick where demonstrated) 1.1 Identify reason and context for communication 1.2 Identify persons relevant to the communication context 1.4 Identify and clearly understand the desired outcome of the communication **Knowledge evidence** list effective management communication characteristics explain feedback process and methods identify team leadership communication responsibilities **Performance evidence** identify the context for communication and adjust approach and responses accordingly   Assessor initials: .... Date: .... Satisfactory ☐ Not Yet Satisfactory ☐

Assessment Task 2

This task requires you to conduct further research and apply your knowledge of effective communication techniques.

☆ Conduct internet research on body language

☆ Answer the questions in the spaces provided.

Questions

1. What is the technical name for the study of body language?

2. What is "proxemics"?

☆ Go to this link: http://www.businessballs.com/body-language.htm#eyes-body-language. It has tables that explain various signals related to body language.

Questions

3. If a person you are talking to looks right and down, what can this signal?

4. Direct eye contact when speaking is generally regarded as a sign of honesty and truthfulness. What else might it be?

5. If a person has a fixed smile that doesn't seem to extend to their eyes, what does that typically indicate?

6. If you are speaking and the other person is nodding their head vigorously, what typically does that indicate they are feeling?

7. What is mirroring?

8. Is mirroring a positive or negative signal?

9. Finger pointing adult to adult it is generally unacceptable. What does it tend to indicate?

10. If you call in a team member for a counselling meeting to resolve a problem of poor performance and they have interwoven, clenched fingers, what do you think they are feeling?

11. If the same team member has their hands in their pockets, what is this likely to indicate?

12. Which of the 5 zones of personal space is most appropriate between two people in a workplace?

☆ Go to this link http://www.mindtools.com/CommSkll/ActiveListening.htm
It has useful information on Active Listening (including a video)

☆ Watch the video and then read the information on the web page.

☆ Answer the following questions.
Note: These questions require you to think about the characteristics of effective listening techniques and describe how you can overcome barriers to communication.

Questions

13. Effective listening requires you to pay attention. What do you think is the main barrier to paying attention?

14. One of the barriers to effective listening is when you don't take into account the feelings and views of a person. How can you overcome this so that you have a greater insight into what they are saying?

15. Effective listening techniques require you to suspend judgement. What will happen if you make premature judgements before the person has finished speaking?

16. Why is it a barrier to effective communication if you don't show the speaker that you are listening by using positive body language and vocalisations?

17. If you need further clarification of the speaker's message, why should you avoid closed questions?

18. Why do you need to show respect for the speaker by waiting for a pause before asking open questions?

19. Frequently, two people will end a discussion with the opinion that they understand the other person's point of view, where in fact they do not. How can you use Active Listening techniques to overcome this barrier to effective communication?

20. What is a "closed question".

Assessor Comments / Feedback

(tick where demonstrated)
1.6 Identify potential barriers to effective communication and develop solutions to minimise impact
2.2 Incorporate respectful and positive approaches to communications
2.3 Employ two-way processes to ensure receipt and acknowledgement of message
2.5 Provide opportunities to clarify and confirm understanding
3.3 Identify and incorporate opportunities to improve leadership communication processes
Knowledge evidence
list effective management communication characteristics
describe the characteristics of effective listening techniques
explain feedback process and methods
explain barriers to communication in a workplace context
describe verbal and non-verbal communication characteristics

Assessor initials: ....

Date: ....

Satisfactory ☐ Not Yet Satisfactory ☐

These pages have been deleted from the sample

<table>
<tr><td colspan="5" align="center">Assessment Checklist
to be completed by the Candidate and Assessor
prior to final (summative) assessment</td></tr>
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Candidate name			Student Number	
Unit	**BSBLDR401 Communicate effectively as a workplace leader**			
Assessor name				

Candidate Assessment Declaration   *(tick the relevant box)*

The purpose and outcomes of the assessment have been explained to me	Yes ☐ No ☐
I have received information about the unit of competency and understand the evidence requirements	Yes ☐ No ☐
I agree to the assessment process	Yes ☐ No ☐
The appeals system has been explained to me	Yes ☐ No ☐
I have informed my assessor of any special needs that may need to be considered during the assessment	Yes ☐ No ☐
Candidate signature	Date

Assessor comments   *(tick the relevant box)*

RPL / accelerated progression required	Yes ☐ No ☐
Language / Literacy / Numeracy support required	Yes ☐ No ☐
Any other special needs *(describe in the space below)*	Yes ☐ No ☐
Assessor signature	Date

Summary Mapping

The following table maps the assessment tasks with the unit requirements. This is indicated with a tick.

BSBLDR401 Communicate effectively as a workplace leader		Assessment Task Number							
		1	2	3	4	5	6	7	8
Elements and Performance Criteria	**Foundation Skills**								
1. Identify context for communication									
1.1 Identify reason and context for communication	Get the work done	✓		✓	✓		✓		✓
1.2 Identify persons relevant to the communication context	Get the work done	✓		✓	✓		✓		✓
1.3 Clarify specific environment and personnel factors that may impact on the success of the communication	Interact with others			✓	✓				
1.4 Identify and clearly understand the desired outcome of the communication	Get the work done	✓		✓	✓		✓	✓	✓
1.5 Evaluate available methods of communication against their suitability for the specific communication requirements	Get the work done			✓	✓	✓	✓		✓
1.6 Identify potential barriers to effective communication and develop solutions to minimise impact	Get the work done		✓		✓				
1.7 Incorporate relevant business policies, procedures, regulations and legislation into communication processes	Reading Navigate the world of work			✓		✓	✓	✓	✓
2. Clarify message and engage communication									
2.1 Undertake communication using media and format relevant to the context	Writing Oral Communication Interact with others					✓	✓	✓	✓
2.2 Incorporate respectful and positive approaches to communications	Interact with others		✓			✓			✓
2.3 Employ two-way processes to ensure receipt and acknowledgement of message	Interact with others		✓			✓		✓	✓
2.4 Seek feedback on communication processes from all parties	Interact with others					✓		✓	✓
2.5 Provide opportunities to clarify and confirm understanding	Interact with others		✓			✓			✓
3. Take follow-up actions									
3.1 Maintain record of the communication process and outcomes in line with enterprise policy and procedures	Reading Writing Navigate the world of work						✓	✓	✓

BSBLDR401 Communicate effectively as a workplace leader		Assessment Task Number							
		1	2	3	4	5	6	7	8
3.2 Identify follow up actions and communicate to relevant persons	Reading Oral Communication Get the work done						✓	✓	✓
3.3 Identify and incorporate opportunities to improve leadership communication processes	Reading Get the work done		✓					✓	
Knowledge Evidence To complete the unit requirements safely and effectively, the individual must:									
list effective management communication characteristics		✓	✓						
describe a range of electronic and non-electronic communication methods, including situations where they would or would not be used				✓				✓	
describe the characteristics of effective listening techniques			✓						
explain feedback process and methods		✓	✓						
identify team leadership communication responsibilities		✓		✓					
explain barriers to communication in a workplace context			✓		✓				
describe verbal and non-verbal communication characteristics			✓						
explain the impact of legislation and organisational policies on workplace communication.				✓		✓			
Performance Evidence Evidence of the ability to:									
identify the context for communication and adjust approach and responses accordingly		✓		✓	✓	✓			✓
create and present clear messages choosing method and mode appropriate to the audience and context undertake effective two-way communication from the perspective of a team leader						✓	✓		✓
identify and record actions required as a result of communication and follow-up in a timely manner.							✓	✓	✓

Summative Assessment Record

Candidate Name		Student No	
Unit of Competency	**BSBLDR401 Communicate effectively as a workplace leader**		

Assessments	Date of assessment	Satisfactory	Assessor Signature
Assessment Task 1		Yes ☐ No ☐	
Assessment Task 2		Yes ☐ No ☐	
Assessment Task 3		Yes ☐ No ☐	
Assessment Task 4		Yes ☐ No ☐	
Assessment Task 5		Yes ☐ No ☐	
Assessment Task 6		Yes ☐ No ☐	
Assessment Task 7		Yes ☐ No ☐	
Assessment Task 8		Yes ☐ No ☐	
Assessor's Comments			

Competent ☐   Not Yet Competent ☐   Re-assessment required ☐

ASSESSOR NAME (PLEASE PRINT)	ASSESSOR SIGNATURE	DATE

I intend to lodge an appeal on the above decision	Yes ☐ No ☐
Candidate signature	Date