

ASTGEN2

Communicate effectively in the workplace



Overview

This unit defines the national standard of occupational competence covering communicating information effectively in the workplace. The information could be communicated in writing, or using telecommunications, such as the telephone, fax, email, radio or pagers. The unit also covers communicating effectively to work with other people. This unit therefore sets the standard for you to: -

- 1 Provide written information related to your work;
- 2 Communicate effectively to work with others ; and
- 3 Communicate using telecommunications

When you give information to others, you should make sure it is sufficient, current and correct. You should only give work-related information to people who are authorised to have that information. Your writing should be clear, legible and use approved styles and format. You should also make sure you understand any information or instructions that you receive, particularly if you need this information in order to do your job. When you use telecommunications, you should make sure that the equipment is working properly and report any malfunctions to the relevant person to get it fixed. You should also use telecommunications facilities in line with your organisation's policies, including for private use.

The knowledge that you should have to be competent in the workplace includes understanding the limits of your authority and responsibility for passing on information; formats you should use, including phonetic alphabets, call signs, passwords and identification; and how to confirm understanding of information by both yourself and others.

ASTGEN2

Communicate effectively in the workplace

Performance criteria

Provide written information related to your work

You must be able to:

- P1 make sure you have all the necessary correct and current **information** that you need
- P2 write clearly and legibly, giving all the essential information needed
- P3 use approved styles and formats for written communication
- P4 pass on written information only to those people authorised to receive it and within agreed timescales
- P5 keep the information in **written documents** as required by your organisation; and
- P6 maintain the confidentiality of information in line your instructions and organisation's procedures

Communicate effectively to work with others

You must be able to:

- P7 accurately interpret and act upon **instructions** that you receive
- P8 make sure you understand instructions, getting clarification when you need to
- P9 carry out your **tasks** promptly, and with the minimum of supervision
- P10 help **other people** in performing tasks in a positive manner and without prompting
- P11 consult with and help your team members to maximise efficiency in carrying out tasks; and
- P12 give instructions to others clearly, at a pace and in a manner that helps them to understand

Communicate using telecommunications

You must be able to:

- P13 make sure the **communication equipment** you use is working properly
- P14 respond to and acknowledge incoming communication promptly and clearly, using **appropriate terminology**
- P15 pass on information to persons who requires it and who is authorised to receive it, within agreed timescales
- P16 use outgoing communication equipment in line with your organisation's procedures and guidelines
- P17 confirm the information you give is understood by the people receiving it
- P18 report faults with equipment promptly to an appropriate person; and
- P19 take prompt and effective action when there is difficulty in transmission or reception of information

ASTGEN2

Communicate effectively in the workplace

Knowledge and understanding

You need to know and understand:

Provide written information related to your work

- K1 what information you need and where to get it
- K2 how to make sure information is correct and current
- K3 the approved styles and formats that you should use for written information
- K4 why and how you should maintain confidentiality of information
- K5 the different documents that you are required to keep; and
- K6 your organisation's procedures and policies for preparing and passing on written information

Communicate effectively to work with others

You need to know and understand:

- K7 how you should contribute to the work of your organisation
- K8 how to carry out the tasks that you would normally be given
- K9 who to ask if you need to clarify something, or ask questions about your work
- K10 how to talk and work with others to work efficiently, without adversely affecting your own work; and
- K11 the limits of your responsibility and authority

Communicate using telecommunications

You need to know and understand:

- K12 how to make sure your communication equipment is working properly and what to do if it isn't
- K13 the limits of your authority and responsibility for passing on information
- K14 the regulations or policies that you should follow for using communications systems, including for private use
- K15 what to do if there are problems in using communications equipment, and the location of alternatives that you could use; and
- K16 the terminology that you should use, such as the phonetic alphabet, the 24 hour clock, call signs; caller identification and passwords

ASTGEN2

Communicate effectively in the workplace

Additional Information

Scope/range

Provide written information related to your work

1. **information** from : supervisory staff; members of your team; contractor or client's management staff; customers; visitors; emergency services; any other relevant persons
2. **written documents**: work sheets; log books; equipment records; reports

Communicate effectively to work with others

3. **instructions** you receive: orally; in writing
4. **tasks** to be carried out: on your own; in a group or team; in training situations
5. **other people**: supervisory staff; members of your team; contractor or client's management staff; customers; visitors; emergency services; any other relevant persons

Communicate using telecommunications

6. **communication equipment**: telephone systems (fixed and mobile); e-mail; fax; radio; pagers
7. **appropriate terminology**: phonetic alphabet; call signs; caller identification; passwords

ASTGEN2

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Relevant occupations

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