
Overview

This standard is about preparing to communicate in writing and verbally in a business environment. It includes identifying the purpose of the communication and its audience, communicating in ways that suit the audience and seeking feedback on whether the communication has achieved its purpose. It is for administrators who communicate in a business environment.

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Prepare to communicate in a business environment

Performance criteria

Plan communication

You must be able to:

- P1 identify the purpose of the communication and the audience
- P2 decide which method of communication to use

Communicate in writing

You must be able to:

- P3 find and select information that supports the purpose of the communication
- P4 organise, structure and present information to suit the audience's needs and what you want to say
- P5 confirm and read written material that contains information that is needed
- P6 extract the main points needed from written material
- P7 use accurate grammar, punctuation and spelling
- P8 proofread or check work and make any necessary amendments
- P9 produce the communication to meet deadlines recognising the difference between what is important and what is urgent
- P10 keep a file copy of all communication

Communicate in writing

You must be able to:

- P11 present information and ideas clearly to others
- P12 make contributions to discussions that help to move the discussion forward
- P13 listen actively to information that other people are communicating and respond appropriately
- P14 ask relevant questions to clarify anything not understood
- P15 summarise the communication with the person/people being communicated with to make sure the meaning has been understood

After communication

You must be able to:

- P16 seek feedback on whether the communication achieved its purpose
- P17 reflect on the outcomes of communication and identify ways to develop communication skills further

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Knowledge and understanding

Plan communication

You need to know and understand:

- K1 the reasons for identifying the purpose of communication and the audience
- K2 methods of communication and situations in which to use them

Communicate in writing

You need to know and understand:

- K3 relevant sources of information
- K4 how to use language appropriate to the audience, the chosen communication method and the purpose of the communication
- K5 how to organise, structure and present information for the audience
- K6 how to check the accuracy of information
- K7 how to use grammar, punctuation and spelling accurately
- K8 the principles of Plain English
- K9 the reasons for proofreading or checking work
- K10 how to recognise when work is urgent or important
- K11 the organisational procedures for filing communications

Communicate verbally

You need to know and understand:

- K12 how to present information and ideas clearly
- K13 ways of contributing to discussions that will help to move them forward
- K14 methods of active listening
- K15 the reasons for summarising communication

After communication

You need to know and understand:

- K16 how to seek feedback on whether the communication achieved its purpose
- K17 the value of reflecting on the outcomes of communication and of identifying ways to further develop communication skills

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Additional Information

Skills

1. communicating
2. organising
3. planning
4. reflecting

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