



BSBXCM401

ASSESSOR GUIDE

## Apply communication strategies in the workplace

Assessment 1 of 2

Short Answer Questions

## Assessment Instructions

### Task overview

This assessment includes 14 short answer questions. Read each question carefully before capturing your response in the spaces provided.

### Assessment Information



#### Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



#### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

## Introduction

To be assessed as competent for this unit of competency, you must demonstrate skills and knowledge to facilitate and apply communication strategies in the workplace within any industry.

## Instructions

Answer the following 14 questions, capturing your answer in the space provided.

### Question 1

List three (3) types of legislation that must be considered when sending information in the workplace, including work health and safety legislation. Describe how each relate to communication.

### Assessor Instructions

Students must identify three (3) types of legislation and how they relate to workplace communication. Guidelines and sample answers provided in the table below.

	Legislation Name	Summary of how the legislation relates to workplace communication (Word count approximately 30 words per summary.)
a.	Privacy Act 1988	The privacy act sets out the rules relating to the use and sharing of personal information. Private information cannot be shared without an individual's consent.
b.	Students must provide WHS Act for their state/territory:  See table below for options.	Workplace communication relating to employee safety must be shared to minimise risk to all workers.  WHS legislation also sets out the process for communication around workplace risk, hazard identification and incidents.
c.	Students may identify any of the anti-discrimination acts below: <ul style="list-style-type: none"> <li>• Age Discrimination Act 2004,</li> <li>• Disability Discrimination Act 1992,</li> <li>• Racial Discrimination Act 1975,</li> <li>Sex Discrimination Act 1984</li> </ul>	Anti-discrimination legislation states that no person should discriminate against based on age, race, gender, sex, and disability.  Communication must be fair and equitable across all these demographics in its clarity, accessibility and tone.

State/Territory	Legislation
Western Australia	<a href="#">Occupational Safety and Health Act 1984 (WA)</a>
Northern Territory	<a href="#">Work Health and Safety (National Uniform Legislation) 2011 (NT)</a>
New South Wales	<a href="#">Work Health and Safety Act 2011 (NSW)</a>
Australian Capital Territory	<a href="#">Work Health and Safety Act 2011 (ACT)</a>
Victoria	<a href="#">Occupational Health and Safety Act 2004 (VIC)</a>
South Australia	<a href="#">Work Health and Safety Act 2012 (SA)</a>
Queensland	<a href="#">Work Health and Safety Act 2011 (QLD)</a>
Tasmania	<a href="#">Work Health and Safety Act 2012 (TAS)</a>

## Question 2

In your own words, define the following organisational terms as they apply to the workplace.

### Assessor Instructions

Sample answers provided in the table below.

Term	Definition as it relates to the workplace (Word count approximately 20 words per term.)
a. Policy	Policies are rules and guidelines developed to align work with organisational goals and objectives.
b. Procedure	Procedures define the actions/steps required to implement organisational policies.
c. Protocol	Protocols are rules and standards the organisation provides to ensure decisions are made in line with best practice.
d. Code of conduct	The code of conduct sets standards that define the acceptable behaviour employees must adhere to.
e. Organisational reputation	Organisational reputation refers to the way stakeholders – both internal and external – perceive the organisation
f. Organisational culture	Organisational culture is the system of shared beliefs, values, and behaviours within an organisation.

## Question 3

a. Identify five (5) types of team conflict and briefly outline a resolution technique for each type.

### Assessor Instructions

Students must identify the five (5) types of team conflict listed below. Sample answers for resolutions provided in the table below.

Type of team conflict	Resolution Techniques (Word count approximately 40 words per resolution.)
1. Leadership conflict	Be aware of your leadership style as well as the differences in the preferred styles of your members and make the necessary adjustments to your style so that you can accommodate the different needs of your team members.
2. Relationship conflict	Encourage those involved to sort things out themselves. Find common ground and try to establish shared experiences and interests. Escalate to involve a manager to step in and help sort things out (last resort).
3. Task conflict	Resolved by means of seeking the help of managers or supervisors who can help mediate and keep everyone on track.
4. Value conflict	This type of conflict seeks mutual understanding and respect between and among employees who share different values as you are not going to be able to change/shift one person's values to achieve resolution.
5. Work style conflict	Resolved by recognising the differences in each member's style. Work with and around these by finding ways in which you can collaborate and accommodate each other as you work towards shared goals.

b. Identify three (3) types of client conflict and briefly outline a resolution technique for each type.

### Assessor Instructions

Students must identify the three (3) types of client conflict listed below. Sample answers for resolutions provided in the table below.

Type of client conflict		Resolution Techniques (Word count approximately 40 words per resolution.)
1.	Motive conflict	You and your client must willingly open up about your motives. Although you will likely find that you do not have the same motives, this will help you know where you stand and adjust to one another accordingly.
2.	Poor management of expectations	It is always better to under-promise and over deliver. Set clear expectations and gain sign off.
3.	Conflicting priorities	Resolved through improved communication and a realignment of goals and activity as agreed.

### Question 4

Outline how you would apply the following methods or techniques for effective participation in workplace discussions.

### Assessor Instructions

Sample answers provided in the table below.

Method/ technique	Application of method/ technique (Word count approximately 30 words per method/technique.)
a. Active listening	Students must describe how to demonstrate active listening during discussions using verbal or non-verbal messages. This includes: <ul style="list-style-type: none"> <li>▪ Using direct eye contact</li> <li>▪ Leaning towards the speaker to show interest</li> <li>▪ Summarising or paraphrasing messages</li> </ul>
b. Active Questioning	Students must describe how to use questioning to elicit and encourage critical thinking to improve the discussion. This includes: <ul style="list-style-type: none"> <li>▪ Ask probing questions</li> <li>▪ Use funnel questioning</li> <li>▪ Using open-ended questions</li> </ul>
c. Providing effective feedback	Students must describe how to provide feedback that is clearly provided, understood and accepted. This includes: <ul style="list-style-type: none"> <li>▪ Concentrating on behaviour rather than personality</li> <li>▪ Providing specific areas that require attention or improvement</li> <li>▪ Providing feedback during an appropriate time in the discussion</li> </ul>

## Question 5

Identify principles of communication or techniques for each of the following audience groups based on a face-to-face interaction. Briefly explain how these principles or techniques help communicate with the audience.

### Assessor Instructions

Students must identify at least one technique for communicating effectively with each of the audience types listed. This includes those with cultural diversity, disability or special needs. Provided responses must be applicable in a face-to-face conversation. Additionally, the communication technique identified must be specific to the audience needs.

Explanation provided must detail how the specific technique helps in bridging or addressing the barrier to communication provided by the specific audience type.

Responses vary. Sample answers provided in the table below.

Audience consideration	Principles of communication/ Technique	Explanation of how the principle or technique helps to communicate with audience. (Word count approximately 60 words per explanation.)
a. Individual with hearing loss	Make sure they can see your face	Make sure the person can see your face, especially your mouth, as there is a high percentage of lip readers in the hearing impaired community.
b. Individual with visual impairment	Speak clearly and provide signs/images that are clear and easy to read.	Speak clearly so that they do not need to rely on visual cues to understand and consider fonts, size and location to any visual communications.
c. Aboriginal/Torres Strait Islander	Use formal addresses when interacting with older people or elders.	Aboriginal/Torres Strait Islanders have certain customs and respect for elders. It is important to keep this in mind when communicating with them to avoid accidentally offending them.
d. Culturally and linguistically diverse speakers	Don't pretend to understand what they're saying	It is important that you acknowledge the communication barrier without making it an issue. This is important to ensure that clear communication happens. Repeat what you understand and clarify if this is correct. This shows that you are listening to what the person is saying without it seeming patronising.

## Question 6

Define the following presentation methods and the process of development when delivering workplace information or instructions.

### Assessor Instructions

Sample answers provided in the table below.

Presentation method	Define method (Word count approximately 20 words per definition)	Process of development and delivery (Approximately 4-5 steps per process.)
a. Formal presentation	Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.	<ul style="list-style-type: none"> <li>Establish clearly defined goals</li> <li>Conduct research</li> <li>Organise delivery of presentation</li> <li>Prepare visual aids and prompts</li> </ul>
b. Informal team meeting	Spontaneous and flexible opportunity to come together as a team or group to discuss matters/problems.	<ul style="list-style-type: none"> <li>Identify issue to be addressed</li> <li>Identify team members/ stakeholders required in the meeting</li> <li>Organise meeting time and place</li> <li>Discuss issue and potential solutions</li> <li>Agree next steps as required</li> </ul>
c. Written work instruction (Standard Operating Procedure)	Written instructions made to explain relevant processes or procedures for employees.	<ul style="list-style-type: none"> <li>i. Write clear and concise title that reflects instructions/SOP</li> <li>ii. Describe the purpose of the instructions/SOP – what processes/procedures are included</li> <li>iii. Format instructions so they are easy to read/understand/enact</li> <li>iv. Simplify as much as possible</li> <li>v. Provide additional resources/sources to support processes/procedures</li> </ul> <p>Circulate written instruction/SOP with team members</p>

## Question 7

As the Manager at a business consulting firm, identify one (1) appropriate verbal or written communication method required for each of the scenarios below. Include two (2) justifications for why you chose this communication method for each scenario.

Select methods from the list below:

- Telephone call
- Mobile call
- Video conference
- Email
- SMS
- Social Media

You must use each method only once.

### Assessor Instructions

Students must answer in line with the method and reasoning outlined below, however language may vary.

Method (Approximately 10 words per method.)	Justification
a. A client has requested revisions to your team's deliverables. You will need to discuss the changes with your senior consultant who has stepped out of the office for the rest of the day as they are in transit. Unfortunately, this is urgent and cannot wait.	
Mobile call	Time sensitive
	Requires a discussion
b. You are to send the completed brief prepared by your team to your client for approval.	
Email	Large piece of information to be shared (document)
	Require follow up action
c. You need to meet with your team of remote workers to discuss the brief for a new project they will be undertaking.	
Video conference	Need to meet
	Can't get them together locally
d. You need to purchase one specific item from the supply store. The office assistant is currently in the supply store buying toner and ink for your printers and can pick this up for you.	
SMS	Short piece of information
	Time sensitive



e. You need to contact an older client to confirm some service details. Your client is interstate and has previously indicated they prefer direct conversations over email and have provided you with their interstate office contact details.	
Telephone call	Conversation to confirm details
	Prefers conversation
f. You put together a survey to determine what services non-customers associate with your brand. The demographic you are hoping to reach is young adults who are heavily mobile focused.	
Social Media	Mobile phone demographic
	Reach beyond customer group

### Question 8

Briefly explain how you would manage each of the following communication conflicts in the workplace. Include the source of the conflict and the challenges this can create in communication.

#### Assessor Instructions

Students must briefly explain each type of communication consideration outlined in the table below using their own words.

Explanation provide must include the following points:

- Source of conflict
- How source identified causes conflict

Responses will vary. Sample answers provided in the table below.

Conflict with:	Explain the Communication challenge (Approximately 50 words per explanation.)	
a. Client conflict 1	Source of conflict	Your priorities and your client's may not necessarily be aligned. You may be trying to finish other, more urgent tasks, while your client is fixated on what they're asking from you.
	How this causes conflict	This causes conflict because you and your client are progressing with different outcomes in mind.
b. Client conflict 2	Source of conflict	The most common source of conflict is not properly managing the expectation of your clients.
	How this causes conflict	Promising what they want without considering your capacity to deliver will only cost you your reputation and potentially a referral.
c. Conflict within the team 1	Source of conflict	These conflicts are related to tasks assigned to employees. These can come up from disputes related to dividing up resources, differing opinions regarding protocols, and interpretation of facts.
	How this causes conflict	People may feel that tasks are being allocated unfairly or are being done badly, causing resistance to help or a push to challenge.

d. Conflict within the team 2	Source of conflict	These arise from differences in individual's core values associated to politics, religion, ethics, etc. These can occur in the context of work decisions and policies.
	How this causes conflict	These can potentially increase sentiments of distrust and alienation.

### Question 9

What is the main communication challenge in the process of communicating potential risks or safety hazards in the workplace?

(Word count approximately 50 words.)

#### Assessor Instructions

Sample answer provided in the table below.

The biggest challenge in communicating risks and hazards in the workplace is that they are so subjective. One person may identify something as a potential risk that another would not consider a problem.

This may mean that some risks are overlooked, while on other occasions the rectifications outweigh the benefits of addressing the risk/hazard.

### Question 10

Using the table below, identify two (2) types of unethical communication and two (2) types of inappropriate communication in the workplace. Provide a brief definition of each.

#### Assessor Instructions

Students must identify two (2) common types of unethical and two (2) types of inappropriate communication and define each.

Unethical communication are forms of communication that encourage social immorality. These may include:

- Selective misquoting
- Plagiarism
- Lying

Inappropriate communication are forms of communication that involves negative and/or unwanted messaging that may be harmful to others. These may include:

- Using aggressive language
- Using racially offensive language
- Using gender-insensitive language

Responses may vary based on the types chosen from the lists above, however an example of some communication issues are provided in the table below.

Communication issue	Type	Definition (Approximately 30 words per definition.)
a. Unethical	Selective misquoting	This involves distortion of someone's words or ideas by taking them out of context so that the meaning changes.
	Plagiarism	This is the presentation of someone else's thoughts, ideas or words and presenting it as your own with or without consent from the original author/creator.
b. Inappropriate	Using aggressive language	This is expressing your opinion while showing aggressive characteristics such as sarcasm, harsh tone of voice, and condescension.
	Using racially offensive language	This is using language directed to offend, insult, humiliate or intimidate others based on race. This includes using racial slurs, making jokes about racial groups, to name a few.

### Question 11

Briefly define the following challenges encountered when using visual prompts/ signage and presentations in the workplace.

#### Assessor Instructions

Students should address the components included below in their answer.

Communication Type	Challenge	Definition (Approximately 40 words per definition.)
a. Presentation	Poor use of body language	Fidgeting or stiffness can be distracting to the audience.  Poor eye contact makes it harder to engage the audience.  Low energy body language can make the audience bored and disengage entirely.
	Rambling	Rambling makes it look to the audience like you do not know your material.  Rambling also distracts from the message you intend to share with your audience and increases the risk that they miss the important components.
	Difficult questions	Communication should encourage discussion, however this leaves it open to questions that are beyond the knowledge of the presenter or scope of the presentation.

b. Visual prompts/signage	Positioning	The position of the sign determines how clear it is to the audience. Too high, too close, too dark, on a sharp angle or somewhere that reflects light will all reduce the audiences ability to see the sign/message.
	Environment	If this sign blends too much into the environment, then the audience is unlikely to notice it.
	Clarity of text	Text can refer to the way the information is presented, and the words used.  If the font, size and styling is too small, too pale or too detailed for the space or distance that the sign covers the audience may not be able to read it.  Likewise, if the content is too confusing or vague in terms of the language, they will not understand what they are seeing.

### Question 12

Identify two (2) types of communication challenges that fall outside of normal workplace policy. Provide a potential solution for how the organisation may best address this issue type.

#### Assessor Instructions

Students must identify the following communication challenges listed.

Students only need to provide one (1) potential solution for each, however multiple options have been provided in the sample answers below.

Communication challenge		Potential solution (Approximately 20 words per solution.)
a.	Employees complaining about work through social media	<ul style="list-style-type: none"> <li>Implement organisational training on social media etiquette</li> </ul> Develop workplace policies to cover use of social media as it relates to the workplace
b.	Employee conflict outside of work	<ul style="list-style-type: none"> <li>Organisations cannot step in if the conflict occurs outside the workplace and does not impact working conditions</li> <li>If working conditions are impacted, the organisation may implement one or more of the following options (Students just need to identify 1):               <ul style="list-style-type: none"> <li>Mediation</li> <li>grievance hearings</li> <li>disciplinary hearings</li> </ul> </li> </ul> roster or location adjustment to separate the parties.

### Question 13

List three (3) key relevant features of the following communication styles, methods of communication and cross-cultural communication techniques as outlined below.

#### Assessor Instructions

Sample answers provided in the table below.

Some components have more than 3 options in the answer, however students need to identify 3 of the points listed only. Other possible answers are included for marking purposes only.

Key features (Approximately 15 words per element.)	
a. Communication styles	
Analytical communication style	Hard data and statistics
	Clarity and specificity
	Numbers and logic
Intuitive communication style	View bigger picture
	Overview of project/initiative
	Focus on end goal/progress
	Encourage interaction from the audience Encourage creative thinking
Functional communication style	Process oriented
	Detail focused
	1. Planning 2. Love for the process 3. Evaluate the merits of initiatives
	Point out flaws and points for improvement
Personal communication style	Connect with audiences
	Relationship-oriented
	1. Active and effective listeners 2. Diplomats 3. Resolve conflicts and issues
	4. Pull teams together

	Honest and direct feedback
<b>b. Methods of communication</b>	
Verbal communication	Meetings
	Phone
	1. Video conference Social media
Written communication	SMS
	Email
	1. Social media Instant messaging
Non-verbal communication	Body language
	Personal presentation – clothing, grooming etc.
	1. Facial expressions Gesturing
<b>c. Cross-cultural communication techniques</b>	
Cultural awareness	Open mind/ Right mind set
	Remember there are conventions beyond those you know
	Knowledge/ research of culture
Active listening	Verbal cues – asking questions
	Nonverbal cues – leaning in/nodding
	Encourage turn taking
Use of language	Remember words may hold different kinds of meaning
	Denotation versus connotation
	Simple language Avoid vague, ambiguous, slang words Use humor with caution
Non-verbal elements	Active listening
	Maintain eye contact

Use gestures with caution

## Question 14

Identify techniques to resolve the three (3) communication challenges listed below.

### Assessor Instructions

Students must identify solutions to the communication challenges listed.

Sample answers are provided below, however multiple solutions may apply.

Communication challenge	Resolution (Approximately 20 words per element.)
a. You need an interstate client to print, sign and return a contract you emailed, but they do not have access to a functioning printer.	<b>Students' answers may include:</b> <ul style="list-style-type: none"><li>• Print and post the contract to the client.</li><li>• Source printing from a printing service near the client for collection.</li></ul>
b. You urgently need to contact a peer in your office to update them on the outcome of a meeting, but your mobile phone is flat.	<b>Students' answers may include:</b> <ul style="list-style-type: none"><li>• Source another phone and call the peer.</li><li>• Go to the peer's workspace to have the conversation.</li></ul>
c. You need to forward a document to your supervisor, but the file is too large to go through.	<b>Students' answers may include:</b> <ul style="list-style-type: none"><li>• Save the file to a USB and deliver it to them.</li><li>• WinZip the file and email that through.</li><li>• Save the file to a server (drop box, SharePoint etc.) and email the link.</li></ul>

### Assessment Checklist

Students must have completed the following in the spaces provided in this assessment.

Completed all 14 short answer questions.	<input type="checkbox"/>
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**Congratulations you have reached the end of Assessment 1**

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