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**Communicate Effectively As A Workplace Leader**

Unit of Competency – BSBLDR401

Performance Evidence

**Workplace Assessment 1 of 1**

**Communicating Effectively**

**In the Workplace:**

To complete this assessment you will need to consider 2 ideas that will you need to communicate to your team or other stakeholders. 1 idea will need to be communicated in written format and one idea will need to be communicated verbally. You will then need to complete the templates in this workbook and the go ahead and deliver your messages to the relevant stakeholders.

Once you have completed all this and delivered your messages you will need to meet with your Manager to discuss this Unit and arrange sign off.

**There are 3 Parts to this assessment**.

Part 1 is to be completed after finishing Topic 1 “Identify context for communication’,

Part 2 is to be completed after finishing Topic 2 “Clarify message and engage communication,

Part 3 is to be completed after finishing Topic 3 “Take follow up actions’.

**Part 1 – Communicating an Idea**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the first topic *‘Identify context for communication’.*

You are now required to identify 2 ideas you have had in the last month and describe how you have or will communicate these ideas to relevant stakeholders.

With your 2 ideas, please consider 1 that you would communicate verbally and 1 that you would communicate in written form (ie via email).

**Step 1**

At this point, please go ahead to pages 4 & 5 of this workbook and complete the template with your ideas. Please also answer the question on page 5.

**As a leader it is vital to communicate your ideas with others as it provides a window through which others can see your intent, expectations and vision.**

Think of some ideas you have had in the last month.

Who have you communicated the idea with?

What method of communication did you use and why did you use this?

|  |  |  |
| --- | --- | --- |
| **Idea****(minimum 2 ideas)** | **Method of Communication****(1 written & 1 verbal)** | **Communicated to** |
|  |  |  |
|  |  |  |
|  |  |  |

**Question 1**

Were the outcomes of these communications successful? What made them successful?

**Your Response:**

*Please return online and continue with Topic 2 – Clarify message and engage communication.*

**Part 2 – The 6 C’s of Communication**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the second topic *‘’Clarify message and engage communication”.*

**Step 1**

At this point, take your two ideas from part 1 and we are going to use the 6 C’s of communication to ensure your messages are clear. You will need to complete 1 template for the 6 C’s of communication for the idea you are going to verbally communicate and then a second 6 C’s template for the idea you are going to communicate via a written method.

Now go to pages 7 & 8 and complete the 2 6C’s of communication templates.

**Follow through The Six C’s of Communication and make some notes as to what you need to work on to make your message clear.**

|  |  |
| --- | --- |
| The Six C’s of Communication | Notes and Ideas – **VERBAL COMMUNICATION** |
| Clear |  |
| Complete |  |
| Concise |  |
| Concrete |  |
| Correct |  |
| Courteous |  |

**Follow through The Six C’s of Communication and make some notes as to what you need to work on to make your message clear.**

|  |  |
| --- | --- |
| The Six C’s of Communication | Notes and Ideas – **WRITTEN COMMUNICATION** |
| Clear |  |
| Complete |  |
| Concise |  |
| Concrete |  |
| Correct |  |
| Courteous |  |

*It is not what you say but how you exercise it*

By gaining clarity around your message and following The Six C’s, you have taken responsibility to ensure your message has the best chance to be received and heard in the manner you intended.

*Please return online and continue with Topic 3 – Take follow-up actions.*

**Part 3 – Deliver the Message and Managers Sign Off**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the third topic *‘Take follow up actions’*

**Step 1**

Now go ahead and communicate your ideas – 1 verbally and 1 in written form, maintain a record of the communication process and gain feedback from the stakeholders.

**Step 2**

Then meet with your Line Manager to discuss your communication and to arrange sign off for this Unit.

Please note, if you are unable to meet with your manager there are 3 other options available for sign off:

1. Attend a Proteus Implementation Day to be assessed by a Proteus Coach (ph: 1300 219 903 for further information).
2. Arrange an appointment at a Proteus office to be assessed by a Proteus Coach (ph: 1300 219 903)
3. Arrange an appointment for a phone meeting assessment with your Proteus Coach (ph: 1300 219 903)

**Manager’s Sign Off**

|  |  |  |
| --- | --- | --- |
| **Communicate effectively as a Workplace Leader** **– Workplace Assessment 1** | **Yes** | **No** |
| Did the student identify the context for communication and adjust approach and responses accordingly? |  |  |
| Did the student 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?  |  |  |
| Did the student identify and record actions required as a result of communication and follow-up in a timely manner? |  |  |
| **Feedback – Skills Performance** |  |  |
| What feedback can you give you the staff member regarding the standard of their performance in these skills listed above? (50-100 words). Please consider areas of success and areas of development. |
| **Your Feedback:** |

**Your Name:**

**Your Job Title:**

**Your Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**ASSESSMENT INSTRUCTIONS**

This is the end of Workplace Assessment 1.

Please now go online to the topic menu page for ‘Unit 4 - Communicate effectively as a workplace leader’ and click on the box **‘Workplace Assessment’** to submit Workplace Assessment 1.

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**Grading and Feedback.**

Feedback will be provided for each question through the Online Learning System. You will receive an email notification of feedback being posted.

If there are any required changes you will be given an opportunity to resubmit.

Proteus Leadership – 1300 219 903 – online@proteusleadership.com

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