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**Unit 1: Communicate With Influence**

Unit of Competency – BSBLDR503

Performance Evidence

**Workplace Assessment**

**There are 4 Parts to this assessment**.

Part 1 is to be completed after finishing Topic 1 “Communicate clearly”,

Part 2 is to be completed after finishing Topic 2 “Present and negotiate persuasively”,

Part 3 is to be completed after finishing Topic 3 “Participate in and lead meetings effectively”,

Part 4 is to be completed after finishing Topic 4 “Make presentations at meetings, forums and conferences”.

**Part 1 – Communicating Clearly**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the first topic *‘*Communicate clearly’*.*

Before planning team meetings or creating a presentation it is important to understand and take into account different elements that may affect your communication.

Consider an upcoming meeting or presentation you have and complete the following table:

|  |  |
| --- | --- |
| Elements | Your Response |
| **Message**What is the purpose of your meeting? |  |
| **Protocols**Are there any work protocols you need to stick to? |  |
| **Audience**Who will be attending? |  |
| **Language**Are there any technical or legal terms, acronyms and jargon you need to change |  |
| **Active Listening**How will you ensure you actively listen to other during the presentation or meeting? |  |

*Please return online and continue with Topic 2 –* Present and negotiate persuasively*.*

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**Part 2 – Present & Negotiate Persuasively**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the second topic *‘*Present and negotiate persuasively’*.*

In any meeting or presentation there will be people who may not agree with your content or simply just don’t want to be there. For the following seven predicted problems identify a strategy for each that will help you manage them.

|  |  |
| --- | --- |
| **Types of Difficult Participants** | **Strategies for Managing Difficult Participants** |
| Heckler |  |
| Side Conversation |  |
| Political Hijacker (personal agenda) |  |
| Disengaged (bored, passive, etc) |  |
| Aggressive |  |
| Constant Interrupter |  |
| Ego Driven 'expert' |  |

*Please return online and continue with Topic 3 –* Participate in and lead meetings effectively*.*

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**Part 3 – Participate in and lead meetings effectively**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the third topic *‘*Participate in and lead meetings effectively’*.*

In this Part, you are required to complete steps 1- 4.

**Step 1 – Prepare A Meeting Agenda**

Complete the table below to help you formulate a meeting agenda for an upcoming meeting.

|  |  |
| --- | --- |
| **Purpose of the Meeting** |  |
| **Who will be attending** |  |
| **Minutes of the previous meeting for action or follow up items** |  |
| **Requests for items to be included** |  |
| **Any standing agenda items.** **(items discussed at every meeting)** |  |
| **What discussion points will you need to research or seek advice from before leading the meeting?** |  |
| **What forums will you use for the meeting?**  |  |

***You will now need to prepare a ‘Meeting Agenda’ in Microsoft word and submit this at the end of this unit.***

**Step 2 – Invite Attendees and Confirm Details**

Confirm the date, time and location of the meeting with all attendees.

|  |  |
| --- | --- |
| **Topic / Title:** |  |
| **Why is the meeting needed?** |  |
| **Location:** |  |
| **Date:** |  |
| **Time of day:** |  |
| **Length of meeting:** |  |
| **Number of participants:** |  |

**Step 3 – Conduct Meeting**

Conduct the team meeting using the above agenda.

**Step 4 – Review Meeting**

|  |  |
| --- | --- |
| **Question** | **Your Response** |
| Did you achieve all outcomes in the available or time, if not how did you adapt? |  |
| Which (if any) items for discussion resulted in compromise rather than consensus? |  |

***You will need to prepare and disseminate summaries of the key issues to the attendees. Please include a copy of this with your submission at the end of the unit.***

*Please return online and continue with Topic 4 –* Make presentations at meetings, forums and conference’*.*

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**Part 4 – Make a Presentation**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the fourth topic *‘*Make presentations at meetings, forums and conference’*.*

In this Part, you are required to complete steps 1- 5.

**Step 1 – Complete Checklist and Prepare a Presentation**

Prior to commencing the preparation, complete the checklist below. This will help to make your presentation more relevant and ensure better outcomes.

|  |  |
| --- | --- |
| **Checklist** | **Actions** |
| **Who is your audience?** |  |
| **What are some of the key characteristics of your audience?** (eg. Age, cultural, educational, gender, language, physical ability and experience with the topic). |  |
| **What visual aids and materials will you use in your presentation?** |  |
| **What examples will you use to illustrate your key points?** |  |
| **What persuasive communication techniques will you use?** |  |
| **How will you build rapport and make your presentation fun and interactive?** |  |
| **How will you give participants opportunities to seek clarification of central concepts during or after the presentation?** |  |

Step 2 – Prepare Presentation

It is now time to construct a full presentation. Using the SOSOR model construct a work related presentation to deliver to your team. You will then present to your colleagues and gain feedback.

**INTRODUCTION**

Hello, my name is…

I am here today to talk about (topic)…

**SELF**

My background is…

Before we start, I would like to ask…

**OTHERS**

Today I would like to talk about…

**SCENE (4 dot points)**

\*

\*

\*

\*

My OBJECTIVE today is…

As a RESULT of this you will be able to…

THE BODY

Point 1

\*

\*

\*

Point 2

\*

\*

\*

Point 3

\*

\*

\*

Point 4

\*

\*

\*

In CONCLUSION today we have covered…

**Scene:**

\*

\*

\*

\*

As a RESULT you will be able to…

**Step 3 – Deliver the Presentation and Collect feedback**

It is now time todeliver the presentation you prepared in Step 2 to your team. You will need to prepare visual aids and submit this at the end of the unit.

In this section you are also expected to collect feedback from the audience and complete a self-evaluation of your presentation.

Please note, if you don’t have a team to present to please contact your course coach for an alternative option.

**Audience Member 1 - Presentation Evaluation**

**TO BE COMPLETED BY EACH AUDIENCE MEMBER AFTER THE PRESENTATION HAS BEEN DELIVERED**

As an audience member how would you rate the students presentation? Make general comments for improving each of the areas below.

|  |
| --- |
| **Preparation – Were they prepared ? This includes the presentation itself and also the venue and any equipment required.** |
| **Content – Was the content clear and accurate ?** |
| **Delivery – This includes tone of voice, body language and eye contact.** |
| **Engagement – Was the presentation engaging ? What methods did they use to gain engagement ?** |
| **Visual Aids - Were visual aids used ? Provide feedback on these.** |
| **Presentation objective – Was this clear and did the student meet their objective ?** |

**Students Name ………………………………………**

**Audience Members Name …………………………. Date: …………….**

**Audience Member 2 - Presentation Evaluation**

**TO BE COMPLETED BY EACH AUDIENCE MEMBER AFTER THE PRESENTATION HAS BEEN DELIVERED**

As an audience member how would you rate the students presentation? Make general comments for improving each of the areas below.

|  |
| --- |
| **Preparation – Were they prepared ? This includes the presentation itself and also the venue and any equipment required.** |
| **Content – Was the content clear and accurate ?** |
| **Delivery – This includes tone of voice, body language and eye contact.** |
| **Engagement – Was the presentation engaging ? What methods did they use to gain engagement ?** |
| **Visual Aids - Were visual aids used ? Provide feedback on these.** |
| **Presentation objective – Was this clear and did the student meet their objective ?** |

**Students Name ………………………………………**

**Audience Members Name …………………………. Date: …………….**

**Audience Member 3 - Presentation Evaluation**

**TO BE COMPLETED BY EACH AUDIENCE MEMBER AFTER THE PRESENTATION HAS BEEN DELIVERED**

As an audience member how would you rate the students presentation? Make general comments for improving each of the areas below.

|  |
| --- |
| **Preparation – Were they prepared ? This includes the presentation itself and also the venue and any equipment required.** |
| **Content – Was the content clear and accurate ?** |
| **Delivery – This includes tone of voice, body language and eye contact.** |
| **Engagement – Was the presentation engaging ? What methods did they use to gain engagement ?** |
| **Visual Aids - Were visual aids used ? Provide feedback on these.** |
| **Presentation objective – Was this clear and did the student meet their objective ?** |

**Students Name ………………………………………**

**Audience Members Name …………………………. Date: …………….**

**Step 4 –Personal Evaluation**

**TO BE COMPLETED BY THE STUDENT AFTER THE PRESENTATION HAS BEEN DELIVERED**

How would you rate your presentation? Make general comments for improving each of the areas below.

|  |
| --- |
| **Preparation – This includes the venue and any IT equipment and visual aids used.** |
| **Content** |
| **Delivery – This includes tone of voice, body language and eye contact.** |
| **Engagement – What methods did you use to engage the group ? How did they go ?** |
| **Meeting your objective** |
| **Results for the listener** |

**Step 5 - Manager’s Sign Off**

Once you have presented your presentation meet with your manager to gain feedback and get sign off for this Unit. *Please note, your manager must provide written feedback in the space below*

If you are unable to meet with your manager there are 3 other options available for sign off:

1. Attend a Proteus Implementation Day
2. Arrange an appointment with your Proteus Coach
3. Send in a recorded video of you conducting the presentation

|  |  |  |
| --- | --- | --- |
| **Communicate With Influence – Workplace Assessment** | **Yes** | **No** |
| Was the student able to negotiate and present persuasively? |  |  |
| Did the student communicate clearly with business associates, client groups and others to position the business to best effect including listening actively, understanding the information needs of others and adapting communication to suit the audience? |  |  |
| Did the student prepare for, participate in, and lead meetings to obtain outcomes?  |  |  |
| Did the student prepare and make a presentation on a group of people? |  |  |
| Did the student identify a suitable forum for their presentation? |  |  |
| Did the student present reliable information? |  |  |
| Was the student able to design the presentation to meet the needs of the audience? |  |  |
| Was the student able to answer questions? |  |  |
| **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. |

**Managers Name:**

**Managers Job Title:**

**Managers Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**ASSESSMENT INSTRUCTIONS**

This is the end of the Workplace Assessment.

Please now go online to the topic menu for ‘Unit 1 – Communicate with influence’ and click on the box **‘Workplace Assessment’** to submit your Workplace Assessment.

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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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