

Contents

Overview	7
1. Establish Communication Protocols	
1.1 Analyse internal and external information needs relevant to the workplace	10
1.2 Develop or structure communication protocols to meet organisational information needs and goals	15
1.3 Identify ways to adapt communication protocols to suit various contexts	22
1.4 Prepare materials to support and/or implement communication protocols	25
2. Coordinate Effective Communication	
2.1 Direct others to communicate according to organisational requirements and goals	30
2.2 Explain complex information to positively influence others	35
2.3 Motivate others to communicate respectfully to all, considering people from diverse backgrounds	38
2.4 Identify and address any communication challenges to remove barriers to understanding	44
3. Present and Negotiate Persuasively	
3.1 Identify and use a variety of relevant communication styles to varying audiences	50
3.2 Present information in a succinct, clear and persuasive manner	54
3.3 Evaluate differences in perspective and critically examine outcomes	57
3.4 Negotiate towards a final outcome with a focus on key outcomes	61
3.5 Confirm and implement negotiation or communication outcomes using appropriate methods	66
4. Review Communication Practices	
4.1 Provide mentoring to others to assist them in achieving communication goals	70
4.2 Obtain feedback from a variety of sources to manage negotiation and communication outcomes	74
4.3 Identify and document areas for improvement in team communication or organisational practices	77
4.4 Implement plans to improve communication processes	87
Unit Review	89