

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **BSBCMM201A – COMMUNICATE IN THE WORKPLACE**  
**Field Of Study** : **Interpersonal Communication**

### What is this course all about?

This unit encompasses the skills, knowledge and attitudes required for effective communication with customers and other staff in the workplace. It involves establishing contact with customers, processing information, working in a team, maintaining personal presentation, following routine instructions, reading and interpreting retail documents and using numbers in the workplace.

### When you have finished this course you should be able to demonstrate your ability to:

#### Gather, convey and receive information and ideas – BSBCMM201A/01

- ❑ Collect information to achieve work responsibilities from appropriate sources
- ❑ Use method/s and/or equipment to communicate ideas and information to the client/s
- ❑ Use effective listening and speaking skills in verbal communication
- ❑ Seek input from internal and external sources to develop and refine new ideas and approaches
- ❑ Respond to instructions or enquiries promptly and in accordance with organizational requirements

#### Complete workplace documentation and correspondence- BSBCMM201A/02

- ❑ Present written information and ideas in clear and concise language to ensure the intended meaning of correspondence is understood by recipient
- ❑ Draft and present correspondence within designated time lines
- ❑ Ensure presentation of written information meets organizational standards of style, format and accuracy
- ❑ Complete workplace forms and documentation in a clear concise and easy to read format

## Communicate in a way that responds positively to individual differences- BSBCMM201A/03

- ❑ Value all individuals and treat them with respect, courtesy and sensitivity
- ❑ Take into consideration cultural differences in all verbal and non- verbal communication
- ❑ Use communication to develop and maintain positive relationships, mutual trust and confidence
- ❑ Make efforts to use basic strategies to overcome language barriers
- ❑ Ensure that behavior is consistent with legislative requirements, enterprise guidelines and or social protocols

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration
- ❑ Sales / Customer Services Staff
- ❑ Operations Staff

### You will have better skills & knowledge and familiarise yourself more in the following areas –

*Competency in this unit requires evidence that, you the candidate: -*

- ❑ Provides a consistently welcoming environment by treating both internal and external customers in a courteous and helpful manner.
- ❑ Uses effective questioning and active listening techniques to communicate with both internal and external customers, while maintaining an awareness of the need for discretion, tact and confidentiality.
- ❑ Interprets and communicates information accurately to both internal and external customers, supervisors and peers both face to face and via other electronic communication equipment;
- ❑ Accesses, comprehends and processes information accurately according to store policies and procedures;
- ❑ Participates and communicates actively and positively within the workplace;
- ❑ Consistently meets store scheduling routines and uses time effectively;
- ❑ Store policies and procedures, in regard to:
  - ❑ external and internal customer contact;
  - ❑ hygiene and self presentation;
  - ❑ verbal and non-verbal presentation;
  - ❑ code of conduct;
  - ❑ Goods and services provided by the store;
  - ❑ allocated duties and responsibilities;
  - ❑ Location of store departments;

- ❑ Functions and procedures for operating telephones and other communication equipment
- ❑ Interpersonal communication skills including:
  - ❑ Questioning/listening
  - ❑ Resolving conflict
  - ❑ Negotiating
  - ❑ Following set routines and procedures
  - ❑ Managing stress
  - ❑ Demonstrating self esteem

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Relevant legislation and statutory requirements including Trade Practices and Fair Trading Acts
- ❑ Relevant legislation and statutory requirements in regard to personal hygiene and self presentation;
- ❑ Relevant industry codes of practice;

### What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on

(03) 9482-6988 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php)  
In order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.